

Member Community Quick Guide

Click on “**Create a Case with PJM Customer Service**” to submit a general question or request.

Click on “**View My Cases**” to see your **Open Cases**, **Process Status** and **Resolved Cases**.

Search for a Knowledge Article by typing the topic of interest in the **Search** bar. Use asterisks (*) around your topic to find the exact match.

Find Knowledge Articles by clicking the **Topic** or **Sub Topic** of interest.

Customer Services

Create a Case with PJM Customer Service
This action allows users to create private support cases with PJM Customer Service. Cases may include but are not limited to general inquiries, requests, account management, and system support issues.

View My Cases
This action allows users to view their own open and archived cases.

ARTICLE CONTENT

Some Electric Distribution Companies (EDCs) require separate subaccounts (PJM tools account/billing account) in order to have certain billing line items that are normally charged or credited to load charged/credited to the EDC instead. PJM allows participants to transfer billing line items from one subaccount to another subaccount. If a Load Serving Entity (LSE) serves load in multiple EDC territories, establishing separate subaccounts (billing accounts) is a method that can be used to separately identify the LSE billing activity by EDC.

LAST PUBLISHED DATE
10/17/2016 8:26 PM

Was this article helpful?

My Open Cases | **My Resolved Cases**

CASES
Resolved Cases

38 items • Sorted by Date/Time Opened • Filtered by Status • Last updated a few seconds ago

CASE NUMBER	SUBJECT	STATUS	PROCESS STATUS	DATE/TIME OPENED
1 00037524	Generation transfer of b...	Resolved	Cancelled	4/19/2017 9:42 AM

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Knowledge Articles
Browse through the various topics for knowledge articles and answers to frequently asked questions.

General

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Capacity
Market/RPM
Demand Response
Energy Market

Planning

Settlements

Operations

Customer Services

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Other Services

Request Demand Bid Access

Request Demand Bid Limit Increase

Initiate Generation Transfer Process

Request Declaration of Authority (DOA)

Request a Visit to PJM Campus

Trending Article

PJM Transmission Owners Agree (TOA-AC) Non-Disclosure Agreement Certificate Signatories

Fixed Resource Requirement (FRR) Alternative in PJM Capacity Market

Why do some EDCs require separate subaccounts (billing account) when serving load in their territory?

Valid Virtual (INC/DEC) Bidding Locations

Information on the process and settlements for the conversion of an ARR to a FTR as well as FTR bilateral trades

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Trending Articles are articles that have been most viewed. **Click** on an article to view the **Article Content**.

Click on one of the **Other Services** links to initiate or request a specific service.