

Hierarchy of Authorization

Figure 1 visually represents the high-level designation and access details for key PJM-defined roles. The remainder of this document provides further information, including key responsibilities, for each role.

Figure 1. Hierarchy of Authorization

| Role | Designations: | | Authorized Access: | | |
|---|--|---|----------------------------|-----------------|----------------------|
| | Requested by: | Within: | Membership Mgmt. Community | Account Manager | Voting Application |
| Officers, Authorized Representatives & Maintenance Managers (O, AR & MM) | <ul style="list-style-type: none"> Form of Secretary Certificate O, AR & MM Designation Form | Email to membershipforms@pjm.com | Member Maintenance Feature | | |
| Company Account Managers (CAMs) | Officers, Authorized Representatives and Maintenance Managers | Membership Mgmt. Community | | Read/Write | |
| Contact Managers | | Membership Mgmt. Community | Contact Mgmt. Feature | | |
| Roster Managers | Contact Managers | Membership Mgmt. Community | | | Roster Administrator |

Role: Officers, Authorized Representatives and Maintenance Managers

How are they designated?

Designated via submission of the [Form of Secretary's Certificate](#) (PDF) and the [Officer, Authorized Representative and Maintenance Manager Designation Form](#) (PDF)

Forms are to be submitted to membershipforms@pjm.com for validation and processing.

What they have access to:

Designee is granted access to the **Member Maintenance** feature of the [Membership Management Community](#).

*(Also granted **view-only** access to the Contact Management feature of the Membership Management Community)*

What are their responsibilities?

Responsible for providing and maintaining Member-related data within the [Membership Management Community](#), including:

- Requests to update Company Account Managers (CAMs), Contact Managers and Principals
- Requesting subaccounts and declarations of authority (DOAs)
- Submission of required data as part of the Annual Member Recertification

Role: Company Account Managers (CAMs)

How are they designated?

Designated by request from an Officer, Authorized Representative or Maintenance Manager via the [Membership Management Community](#)

What they have access to:

Designee is granted read/write access to the [Account Manager](#) tool.

What are their responsibilities?

Responsible for the following via Account Manager:

- User creation and maintenance
- Creating and approving users
- Adding or revoking user access
- Unlocking/locking user accounts
- Resetting passwords for users
- Requesting additional tool access for main and subaccounts
- Annual User Certification as referenced in [Manual 33 \(PDF\)](#)

Role: Contact Managers

How are they designated?

Designated by request from an Officer, Authorized Representative or Maintenance Manager via the [Membership Management Community](#)

What they have access to:

Designee is granted access to the Contact Management feature of the [Membership Management Community](#)

What are their responsibilities?

Responsible for adding, editing and deleting contact information and establishing contacts for [PJM defined roles \(PDF\)](#) via the [Membership Management Community](#)

Role: Roster Managers

How are they designated?

Designated by a Contact Manager via the Contact Management feature of the [Membership Management Community](#)

What they have access to:

Designee is granted Roster Administrator access to the [Voting application](#).

What are their responsibilities?

Responsible for adding and removing Roster Representatives for any committee, subcommittee or task force via the [Voting application](#)