



COMPLAINTS

OBJECTIVES

The objectives of the Market Monitoring Unit are to: (1) monitor and report on issues relating to the operation of the PJM Market, including the determination of transmission congestion costs or the potential of any Market Participant(s) to exercise market power within the PJM Control Area; (2) evaluate the operation of both pool and bilateral markets to detect either design flaws in the PJM Market operating rules, standards, procedures, or practices as set forth in the PJM Tariff, the PJM Operating Agreement, the PJM Reliability Assurance Agreement, the PJM Manuals, or PJM Regional Practices Document or to detect structural problems in the PJM Market that may need to be addressed in future filings; (3) evaluate any proposed enforcement mechanisms that are necessary to assure compliance with pool rules; and (4) ensure that the monitoring program will be conducted in an independent and objective manner. The Plan also prescribes reporting procedures that PJM will use to inform governmental agencies and others concerning its market monitoring activities.

Consistent with the PJM Operating Agreement, PJM will carry out these objectives in a manner consistent with the safe and reliable operation of the PJM Control Area, the creation and operation of a robust, competitive, and non-discriminatory electric power market in the PJM Control Area, and the principle that a Member or group of Members shall not have undue influence over the operation of the PJM Market. This Plan applies to PJM, Market Participants, and all entities that take service under the PJM Tariff.

MONITORED ACTIVITIES

The Market Monitoring Unit shall be responsible for monitoring the following:

- A. Compliance with the rules, standards, procedures, and practices of the PJM Market set forth in the PJM Tariff, the PJM Operating Agreement, the PJM Reliability Assurance Agreement, the PJM Manuals, and the PJM Regional Practices Document.
- B. Actual or potential design flaws in the PJM Market operating rules, standards, procedures, and practices set forth in the PJM Tariff, the PJM Operating Agreement, the PJM Reliability Assurance Agreement, the PJM Manuals, and the PJM Regional Practices Document and structural problems in the PJM Market that may inhibit a robust and competitive market.
- C. The potential of any Market Participant(s) to exercise undue market power.

COMPLAINTS

Any Market Participant or other interested entity may at any time submit information to the Market Monitoring Unit concerning any matter relevant to the Market Monitoring Unit's

responsibilities under the Plan, or may request the Market Monitoring Unit to conduct an investigation or take any other action contemplated by the Plan. Such submissions or requests may be made on a confidential basis. The Market Monitoring Unit may request further information from such Market Participant or other entity and carry out any investigation that the Market Monitoring Unit considers appropriate. Neither the Market Monitoring Unit nor PJM Board shall be required to act with respect to any specific complaint unless the Market Monitoring Unit or, if appropriate, the PJM Board, determines action to be warranted.

All complaints are to be addressed to:

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By mail:

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