
CBI Assists Major Electricity Transmission Organization to Improve Stakeholder Process

PJM Interconnection is a regional transmission organization (RTO) that coordinates the movement of wholesale electricity in 13 states and the District of Columbia—the largest RTO in the United States. In June of 2009, PJM asked CBI and Raab Associates, a long-time CBI partner, to conduct an [assessment](#) of its members process and overall governance structure.

In order to provide advice and reach decisions on matters related to reliability and electricity market rules, PJM Interconnection's members process includes some 500 members and undertakes about 300 meetings per year. CBI and Raab Associates worked closely with the PJM's Governance Assessment Team (GAST) to develop a detailed interview protocol with which to evaluate this members process. We conducted interviews with over 75 individuals ranging from PJM Board members to representatives of the five industry sectors. Following this extensive data collection, CBI and Raab Associates developed a 55-question assessment survey which was responded to by over 100 members.

After a presentation of the assessment's findings and recommendations to the full Members Committee, PJM decided to move forward with a [facilitated](#) process to improve and optimize their stakeholder [process](#).

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- Read more about CBI's work: [Case Studies](#)