

COMMON ENERGY EFFICIENCY TERMS AND DEFINITIONS

Advanced Technologies

Measures or processes which exceed the efficiency or thermodynamic performance of standard energy using equipment or processes.

Affiliate

Any person, corporation, utility, partnership, or other entity 5% or more of whose outstanding securities are owned, controlled, or held with power to vote, directly or indirectly either by an administrator or any of its subsidiaries, or by that administrator's controlling corporation and/or any of its subsidiaries as well as any company in which the administrator, its controlling corporation, or any of the administrator's affiliates exert substantial control over the operation of the company and/or indirectly have substantial financial interests in the company exercised through means other than ownership. For purposes of these Rules, "substantial control" includes, but is not limited to, the possession, directly and indirectly and whether acting alone or in conjunction with others, of the authority to direct or cause the direction of the management of policies of a company. A direct or indirect voting interest of five percent (5%) or more by the administrator, its subsidiaries, or its affiliates in an entity's company creates a presumption of control.

Avoided cost

Cost representing the value of the electricity or natural gas that, in the absence of a program, would need to be procured and delivered to an individual consumer.

Baseline Data

The initial base metric for comparing the net result of programmatic changes versus what would have happened in the absence of the program or activity.

Best Practices

The term "Best Practice" refers to the business practices that, when compared to the other business practices that are used to address a similar business process, produces superior results. For more information regarding energy efficiency best practices please go to www.eebestpractices.com, otherwise best practices from other industries are welcomed.

Bidder

The party responding to this RFP.

California Energy Commission (CEC)

The state agency charged with statewide power plant siting, supply and demand forecasting, as well as multiple types of energy analysis.

California Public Utilities Commission (CPUC, Commission)

The state agency charged with regulating California Investor-Owned Utilities (IOUs), and with overseeing rate payer funded public purpose energy efficiency programs.

Chain Account

A nonresidential customer with two or more accounts that have the same billing address and same customer name but with more than one service address.

Large chain: a chain whose total aggregated demand over all customer accounts is greater than 500 kW, or whose annual gas consumption is greater than 250,000 therms.

Small chain: a chain whose total aggregated demand over all customer accounts is less than or equal to 500 kW, or whose annual gas consumption is less than or equal to 250,000 therms.

Cogeneration

A process in which a facility uses its waste energy to produce heat or electricity.

Coincident Peak Demand

The metered or estimated demand of a device, circuit, or building that occurs at exactly the same time as the system peak for a given year and weather condition.

Community Choice Aggregators

Organizations created by local governments pursuant to Assembly Bill 117 for the purpose of procuring power and administering energy efficiency programs on behalf of local citizens.

Community Choice Aggregators

Organizations created by local governments pursuant to Assembly Bill 117 for the purpose of procuring power and administering energy efficiency programs on behalf of local citizens.

Consultant: The Bidder(s) selected by an IOU to implement the selected, proposed program(s).

Competitive solicitation

The process whereby parties are requested to submit bids offering innovative approaches to energy savings or improved program performance.

Comprehensive

A program or project designed to achieve all cost-effective energy efficiency activities in individual buildings, usually including multiple energy efficiency measures.

Conservation

Reduction of a customer's energy use achieved by relying on changes to the customer's behavior which may result in a lower level of end use service.

Conservation Measures

Activities and/or behaviors aimed at reducing energy consumption.

Conservation Programs

Programs which are intended to influence customer behavior as a means to reduce energy use.

Cost Effectiveness

An indicator of the relative performance or economic attractiveness of any energy efficiency investment or practice when compared to the costs of energy produced and delivered in the absence of such an investment.

Cream Skimming

Cream skimming results in the pursuit of a limited set of the most cost-effective measures, leaving behind other cost-effective opportunities. Cream skimming becomes a problem when lost opportunities are created in the process.

Cross-Cutting Program

A program that involves any or all of the following: multiple customer types (residential and/or nonresidential), and/or multiple building types (retrofit, remodeling, and/or new construction).

Cross Subsidization

Benefits enjoyed by one group, such as a customer class, that are funded by another group.

Customer

Any person or entity that pays an electric and/or gas bill to an IOU and that is the ultimate consumer of goods and services including energy efficiency products, services, or practices.

Customer Information

Non-public information and data specific to a utility Customer which the utility or consultant acquired or developed in the course of its provision of utility services.

Customer Segments/Types

Customers are generally divided into two major types: residential or nonresidential. Within those two broad categories, programs may be targeted to one or more sub-segments, as listed below.

Residential

Residential Customers
Residential Hard-to-Reach

Nonresidential

Large Nonresidential
Medium Nonresidential
Small Nonresidential
Very Small Nonresidential
Nonresidential Hard-to-Reach
Chain Account (Large/Small)

DEER -- Database for Energy Efficiency Resources

The DEER Database can be found at <http://eega.cpuc.ca.gov/deer/> . The database contains information on selected energy-efficient technologies and measures. The DEER provides estimates of the energy-saving potential for these technologies in residential and nonresidential applications. The database contains information on typical measures – those commonly installed

in the marketplace – and data on the costs and benefits of more energy-efficient measures. Energy –efficient measures provide the same energy services using less energy, but they cost slightly more.

DEER has been jointly developed by the CPUC and CEC, with support and input from the Investor-Owned Utilities, and other interested stakeholders. It is funded by California ratepayers under the auspices of the CPUC.

Decoupling

Decoupling refers to the disassociation of a utility's profits from its sales of the energy commodity. Instead, a rate of return is aligned with meeting revenue targets, and rates are trued up or down to meet the target at the end of the adjustment period. This makes the utility indifferent to selling fewer products and improves the ability of energy efficiency and distributed generation to operate within the utility environment.

Demand Side or Demand Side Management (DSM)

Programs that reduce the use of energy by the use of energy efficiency products, services, and practices, or that change the timing of energy use.

Demand Responsiveness (Load Management)

Also sometimes referred to as load shifting. Activities or equipment that induce consumers to use energy at different (lower cost) times of day or to interrupt energy use for certain equipment temporarily, usually in direct response to a price signal. Example: interruptible rates, doing laundry after 7 p.m., air conditioner cycling programs.

Direct Access Customer

Electric service customer who acquires electric service from a source other than Edison or the State of California Department of Water Resources.

Direct Install

Direct install programs provide direct installation of hardware through consultants with zero cost to customers. Hybrids of this approach exist in the market (see Direct Install-Hybrid).

Direct Install-Hybrid

Programs that provide direct installation of hardware through consultants with partial or full installed first cost assistance but include a customer co-pay, shared savings or other creative financing plan, etc.

Distributed Generation

Small-scale electric generating technologies installed at or near an end-user's location. May also be referred to as "distributed energy resources" or "distributed resources."

Double-dipping

Taking advantage of multiple financial incentives offered by multiple programs for undertaking only one activity.

Dual Test

The requirement that an energy efficiency activity pass both the TRC and the PAC cost-effectiveness test.

Effective Useful Life

An estimate of the median number of years that the measures installed under the program are still in place and operable.

Electricity Savings

Reduced electricity use (or savings) produced by either energy efficiency investments which maintain the same level of end use service or conservation actions which usually reduce energy use by reducing the quantity or quality of the baseline energy services demanded.

Emerging Technologies

New energy efficiency technologies, systems, or practices that have significant energy savings potential but have not yet achieved sufficient market share (for a variety of reasons) to be considered self sustaining or commercially viable. Emerging technologies include early prototypes of hardware, software, design tools or energy services that if implemented will result in energy savings.

End Use

- 1) The purpose for which energy is used (e.g. heating, cooling, refrigeration, lighting, process, motors, conveyers, etc.).
- 2) A class of energy use that an energy efficiency program is concentrating efforts upon. Typically categorized by equipment purpose, equipment energy use intensity, and/or building type.

Energy Efficiency

Activities or programs that stimulate customers to reduce customer energy use by making investments in more efficient equipment or controls that reduce energy use while maintaining a comparable level of service as perceived by the customer.

Energy Efficiency Measure

An energy using appliance, equipment, control system, or practice whose installation or implementation results in reduced energy use (purchased from the distribution utility) while maintaining a comparable or higher level of energy service as perceived by the customer. In all cases energy efficiency measures decrease the amount of energy used to provide a specific service or to accomplish a specific amount of work (e.g., kWh per cubic foot of a refrigerator held at a specific temperature, therms per gallon of hot water at a specific temperature, etc). For the purpose of these Rules, solar water heating is an eligible energy efficiency measure.

Energy Efficiency Programs

Programs that reduce customer energy use by promoting energy efficiency investments or the adoption of conservation practices or changes in operation which maintain or increase the level of energy services provided to the customer.

Energy Efficiency Savings

The level of reduced energy use (or savings) resulting from the installation of an energy efficiency measure or the adoption of an energy efficiency practice, subject to the condition that the level of service after the investment is made is comparable to the baseline level of service. The level of service may be expressed in such ways as the volume of a refrigerator, temperature levels, production output of a manufacturing facility, or lighting level per square foot.

Evaluation, Measurement and Verification (EM&V)

Activities which evaluate, monitor, measure and verify performance or other aspects of energy efficiency programs or their market environment.

Financial Incentive

Financial support (e.g., rebates, low interest loans, free technical advice) provided to customers as an attempt to motivate the customers to install energy efficient measures or undertake energy efficiency projects. (See Rebate)

Free riders (Free Ridership)

Customers who would have installed the program measure or equipment even without the financial incentive provided by the program.

Fuel Substitution/Fuel Switching

Programs which are intended to substitute/switch energy using equipment of one energy source with a competing energy source (e.g. switch from a gas furnace to electric resistance heating).

Funding Cycle

Period of time for which funding of energy efficiency programs have been approved by the Commission.

Gas Savings

Reduced natural gas usage (or savings) produced by either energy efficiency investments which maintain the same level of end use service or conservation actions which can reduce energy use by reducing the quantity or quality of the baseline services provided.

“Hardware” Programs

Programs primarily intended to provide measurable energy savings through installation of energy efficiency measures or provision of energy efficiency services.

HVAC

Heating, Ventilation, and Air Conditioning Systems. Used in discussing replacement of inefficient equipment with high-efficiency equipment.

Incentives

Monetary amount paid to a market actor (not a customer) for performance or inducement of a service that relates to the ultimate installation of energy efficiency equipment or service. Incentives are categorized as an administrative expense in the E3 Calculator.

Incremental Measure Cost

The additional cost of purchasing and installing a more efficient measure. Calculated from the price differential between energy-efficient equipment and standard or baseline measures. The inclusion of the word “gross” in the definition reflects incremental measure costs, which have not been adjusted for free riders. Net incremental measure costs means that the term has been adjusted for free riders; i.e., the net-to-gross ratio has been applied.

Information & Education

Information and education programs can provide a wide range of activities designed to inform or educate a customer or customer group. Generally these range from in-depth, one-on-one, on-site or centrally located classroom style instruction in topics related to energy efficiency, to programs that target information to specific types of customers, to general information provided to a wide range of customers, to short inexpensive public service announcements on FCC approved communication frequencies. Programs intended to provide customers with information regarding generic (not customer-specific) conservation and energy efficiency opportunities. For these programs, the information may be unsolicited by the customer.

Innovation**Innovation Incubator**

A low-cost, stand-alone program designed to grow innovative energy saving programs and processes for the larger portfolio over the long term. The incubator funds new program ideas that meet reasonable scientific scrutiny for potentially cost-effective energy savings and peak reduction.

Institutional Barriers

A type of market barrier: In this case, the internal organizational hurdles that inhibit the evaluation and or choice to take energy efficiency actions.

Least Cost Best Fit

The procurement of cost-effective supply and demand-side resources that, regardless of ownership, meet capacity and energy deliverability requirements. Energy efficiency resources are constructed from the bottoms up approach that aggregates the demand and energy savings from various energy-saving measures and activities into applicable end-use categories such as space cooling, space heating, lighting, and refrigeration, in order to provide near- and long-term peaking, intermediate, and baseload requirements.

Levelized Cost

An estimate of the annualized cost of installing an energy efficiency measures divided by the annual energy savings. Typically calculated by multiplying the incremental cost of the measure by capital recovery factor (function of discount rate and expected useful life of the measure) and then dividing by annual energy savings.

Load Management

Programs which reduce or shift electric peak demand away from periods of high cost electricity to non-peak or lower cost time periods, with a neutral effect on or negligible increase in electric use.

Load Serving Entities

Entities that provide electric and/or gas commodity to customers.

Lost Opportunities

Energy efficiency measures that offer long-lived, cost-effective savings that are fleeting in nature. A lost opportunity occurs when a customer does not install an energy efficiency measure that is cost-effective at the time, but whose installation is unlikely to be cost-effective if the customer attempts to install the same measure later.

Mainstream (“Mainstreaming”): Mainstream or mainstreaming is when a technology or program delivery concept is adopted into Edison’s overall energy efficiency portfolio.

Market Barrier: Any characteristic of the market for an energy-related product, service, or practice that helps to explain the gap between the actual level of investment in, or practice of, energy efficiency and an increased level that would appear to be cost-beneficial.

Market Segments: Each program proposal considered by Edison is required to identify the market segment(s) that it is designed to address. These market segments are reported to the Commission simply to help them assess how well their portfolio of programs is addressing the variety of markets for energy efficiency products and services in the state. For the purpose of the RFP, Edison will use the same market segment definition in congruence to the Commissions guidelines.

- Agricultural
- Commercial
- Industrial
- Government
- Residential – multi-family
- Residential – single-family
- Institutional
- Schools

Marketing and Outreach

Communications activities designed to identify, reach and motivate potential customers to take actions to either learn more about or invest in energy efficiency opportunities.

Measures

- 1) Specific customer actions which reduce or otherwise modify energy end use patterns.
- 2) A product whose installation and operation at a customer’s premises results in a reduction in the customer’s on-site energy use, compared to what would have happened otherwise.

Net to Gross Ratio

A ratio or percentage of net program impacts divided by gross or total impacts. Net to gross ratios are used to estimate and describe the free-ridership that may be occurring within energy efficiency programs.

Non-price Factors

Those factors included in cost effectiveness tests, other than commodity prices and transportation and distribution costs, e.g., environmental factors.

Nonresidential

Facilities used for business, commercial, agricultural, institutional, and industrial purposes. Nonresidential customers are further divided into the following sub sectors, on the basis of annual electric demand or annual gas consumption:

- Large nonresidential:** Customers whose annual electric demand is greater than 500 kW, or whose annual or annualized gas consumption is greater than 250,000 therms, or both
- Medium nonresidential:** Customers whose annual electric demand is between 100 kW and 500 kW, or whose annual or annualized gas consumption is between 50,000 therms and 250,000 therms, or both

Nonresidential Hard to Reach

Those customers who do not have easy access to program information or generally do not participate in energy efficiency programs due to a language, business size, geographic, or lease (split incentive) market barrier. These barriers are defined as:

- **Language** – Primary language spoken is other than English, and/or
- **Business Size** – Less than ten employees and/or classified as Very Small (as defined above), and/or
- **Geographic** – Businesses in areas other than the San Francisco Bay Area, San Diego area, Los Angeles Basin, or Sacramento, and/or
- **Lease** – Investments in improvements to the building benefit the business only during the lease period; landlords benefit longer.

Non-resource Program

Education and information based programs that are solely meant to educate customers as well as provide information on available IOU energy efficiency programs.

Participant Test

A cost-effectiveness test intended to measure the cost effectiveness of energy efficiency programs from the perspective of electric customers (individuals or organizations) participating in them.

Partnership

Coordinated efforts of a utility and a local government or other entity to use the strengths of both parties to achieve energy savings goals.

Peak Demand (kW)

In the Database for Energy Efficiency Resources (“DEER”) for weather sensitive measures, demand impact is defined as the average grid level demand impact for the measure, averaged over the nine hours between 2pm to 5pm on peak days. The peak days are the three hottest contiguous weekdays which contains the weekday with the highest temperature of the year. For education sector, an alternate peak days definition is included that excludes weekdays when schools are typically not in session. For residential measures, peak kW reflects run time averages and applies a 65% diversity factor to convert the individual household impacts to grid-level impacts.

For non-weather sensitive measures, the estimated peak demand savings are based on a broad definition of the peak demand time period. For DEER, the assumption was made that peak demand is the average demand savings between noon and 6:00 PM during the months from May through October. However, this will be changed to be consistent with the weather sensitive definition in the next DEER Update.

Peak Demand-General (kW)

- 1) The maximum level of metered demand during a specified period, such as a billing month, or during a specified peak demand period.
- 2) Extremely high energy use, usually with reference to a particular time period.

Peak Savings- Coincident (kW)

The estimated peak (e.g. highest) demand savings (MW or kW) from a program for a specific time, date, and location coincident with the forecasted system peak for a given area and a given set of weather conditions. This estimate must also include consideration of the likelihood that the equipment is actually on at the time of coincident peak. Usage of this definition: Resource planning- for making adjustments to forecasts of peak usage for understanding reserve margins and reliability purposes.

Peak Savings- Daily Average (kW)

The average peak demand savings (kWh impacts/ # of hours in the peak rate period) for a given utility during their peak season. Example for SCE-Peak period is for summer weekdays from 12-6 PM. So - daily average savings would be the number of kWh saved/ # of kWhs saved for all weekday peak periods (= kWh/5 days/week * 12 weeks/ summer* 6 hours/day = kW average. Usage: Cost effectiveness analysis, primarily for valuing energy savings that occur during the peak period using “peak” average avoided costs.

Peak Savings –Non coincident (kW)

Estimated highest level of peak savings (kW or MW) for a given program during the peak time period for a given utility on the hottest day of a “normal” weather year. Thus if a group of measures saved 1MW at 2Pm, 1.7 MW at 3PM, 1.6 MW at 4PM, 1.0 MW at 5Pm and 1.2 MW at 6 pm, the peak non coincident savings would be 1.7 MW. This savings estimate does not take into account how many of the affected devices or equipment will be operating during the peak time period. Usage: Cost effectiveness analysis and procurement.

Peer Review Group (PRG)

A subset of the Program Advisory Group consisting of non-financially interested members who will review utility submittals to the Commission, assess overall portfolio plans, plans for bidding out pieces of the portfolio, and the bid evaluation criteria for selecting third-party programs.

Performance Basis

The metrics by which a program or a group of programs is measured and evaluated for the purpose of assessing the program(s) success at displacing or deferring more costly supply-side resources and or increasing more energy efficient design and practices.

Performance Uncertainties

A market barrier: refers to new technologies or systems whose efficiency or system performance levels are uncertain due to lack of experience.

Portfolio

All IOU and non-IOU energy efficiency programs funded by ratepayers that are implemented during a program year or cycle. May also refer to a group of programs sponsored, managed, and contracted for by a particular IOU.

Pre-commercialization

A phase in the life of a product before it is readily available on the market.

Procurement Fund

As part of a broader effort set forth in the Energy Action Plan to maximize resources by integrating resource planning and improve energy efficiency, the Commission has been developing guidelines for utility procurement portfolios in R.01-10-024, D.02-10-062. In that decision, the Commission articulated the importance of integrating energy efficiency programs as part of the utilities' long term energy supply strategies and ordered the utilities to include energy efficiency resources in their procurement plans.

Program

A collection of defined activities and measures that

- are carried out by the administrator and/or their subcontractors and implementers,
- target a specific market segment, customer class, a defined end use, or a defined set of market actors (e.g. designers, architects, homeowners),
- are designed to achieve specific efficiency related changes in behavior, investment practices or maintenance practice in the energy market,
- and are guided by a specific budget and implementation plan.

Program Activities

Any action taken by the program administrator or program implementer in the course of implementing the program.

Program Administrator

An entity tasked with the functions of portfolio management of energy efficiency programs and program choice.

Program Advisory Group (PAG)

Advisory groups for each utility service area composed of energy efficiency experts representing customer groups, academic organizations, environmental organizations, agency staff and trade allies in the energy market.

Program Cycle

The period of time over which a program is funded and implemented.

Program Implementation Plan

A detailed description of a program that includes program theory, planned program processes, expected program activities, program budget, projected energy savings and demand reduction and other program plan details as required by the Commission, assigned ALJ, or Energy Division.

Program Implementers

An entity or person that puts a program or part of a program into practice based on contacts or agreements with the portfolio manager.

Program Marketing and Outreach: Communications activities designed to identify, reach and motivate potential customers to take actions to either learn more about or invest in energy efficiency opportunities.

Program Strategy

The set of activities deployed by the program in order to achieve the program's objectives.

Program Year(s)

The calendar year(s) during which the program operates.

Public Goods Charge (PGC)

Ratepayer funding for energy efficiency activities and programs, including: 1) electric PGC funds for energy efficiency, 2) any energy efficiency funds resulting from a gas surcharge mechanism, and 3) gas demand-side management funds for energy efficiency authorized in the interim until a gas surcharge mechanism is implemented. Per Assembly Bill (AB) 1890, a universal charge applied to each electric utility customer's bill to support the provision of public goods. Public goods covered by California's PGC include public-purpose energy efficiency programs, low-income services, renewables, and energy-related research and development.

Ratepayer

Those customers who pay for gas or electric service under regulated rates and conditions of service.

Rebate

A financial incentive paid to the customer in order to obtain a specific act, typically the installation of energy efficiency equipment.

Residential Customers

Existing single family residences, multi-family dwellings (whether master-metered or individually metered), and buildings that are essentially residential but used for commercial purposes, including, but not limited to, time share and vacation homes.

Residential Hard-to-Reach

Those customers who do not have easy access to program information or generally do not participate in energy efficiency programs due to a language, income, housing type, geographic, or home ownership (split incentives) barrier. These barriers are defined as:

- **Language** – Primary language spoken is other than English, and/or
- **Income** – Those customers who fall into the moderate income level (income levels less than 400% of federal poverty guidelines), and/or
- **Housing Type** – Multi-Family and Mobile Home Tenants, and/or
- **Geographic** – Residents of areas other than the San Francisco Bay Area, San Diego area, Los Angeles Basin or Sacramento, and/or
- **Homeownership** – Renters

Resource Program (Energy Efficiency Program)

A program that achieves energy savings (kW, kWh and/or therms) through the direct installation of energy efficiency measures or program services.

Resource Value

An estimate of the net value of reliable energy (e.g., kWh, therms) and capacity (e.g., kW, Mcfd) reductions resulting from an energy efficiency program. This includes the net present value of all of the costs associated with a program and all of the estimated benefits (both energy and capacity). The calculation of resource value and associated benefits should be consistent with the avoided costs adopted in the most recent Commission proceeding or otherwise provided for by the Commission.

Service Area

The geographical area served by a utility.

Short Term/Long Term

Planning terms referring to the timing or expected timing of program activities, program impacts, or program funding. Short term indicates program activities, program impacts, or program funding that occurs during the current program cycle. Long term indicates program activities, program impacts, or program funding that occurs beyond the current program cycle.

Small Nonresidential: Customers whose monthly electric demand is between 20 kW and 100 kW, or whose annual gas consumption is between 10,000 therms and 50,000 therms, or both.

Source-BTU Consumption

Conversion of retail energy forms (kWh, therms) into the BTU required to generate and deliver the energy to the site. This conversion is used to compare the relative impacts of switching between fuel sources at the source or BTU level for the three-prong test required for fuel-substitution programs.

Standard Performance Contract (SPC) Programs

Programs consisting of a set of agreements between the administrator or implementer and a number of project sponsors (either Implementers or Customers) to deliver energy savings from the installation of energy efficiency measures and technologies at a facility or set of facilities. These agreements are for pre-specified price per unit of energy savings, measured using a pre-specified set of Measurement and Verification (M&V) protocols. An SPC program is an open-ended offer with a pre-specified price and set of terms.

Standard Practice Manual

The California Standard Practice Manual: Economic Analysis of Demand-side Programs and Projects is jointly issued by the California Public Utilities Commission and the California Energy Commission. It defines the standard cost effectiveness tests and their components used for energy efficiency programs.

Statement of Work

A statement of the tasks to be performed by Consultant as set forth in a separate document or in the Purchase Order, as may be modified from time to time.

Statewide

Energy efficiency programs or activities that are essentially similar in design and available in all Commission regulated utility service areas in California.

Third Party/Non-IOU

Non-regulated implementers of ratepayer funded energy efficiency activities.

Total Resource Cost Test – Societal Version

A cost-effectiveness test intended to measure the overall cost-effectiveness of energy efficiency programs from a societal perspective.

Upstream Programs

Programs that provide information and/or financial incentives to entities in the delivery chain of high-efficiency products at the retail, wholesale, or manufacturing level.

Work

The services performed by Consultant, and all other obligations of Consultant, pursuant to or as required by the Purchase Order.

Work Schedule

The agreed to schedule for performance of the Work and delivery of the Documentation as set forth in the Statement of Work or the Purchase Order.

Working Day

For the purpose of this solicitation, working days are defined as Monday through Friday from 8 a.m. to 5 p.m. (Pacific), excluding national holidays. A working day based performance period begins at 8 a.m. the following working day after the day of the notification. For example, the IOU sends a notification at 10 a.m. on Tuesday for a Bidder to provide clarification within 5 working days. The Bidder's response is due, at the latest, on the following Tuesday at 5 p.m. (Pacific).