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Section I. Purpose

It is the intent of the Knoxville Utilities Board ("KUB") that these Rules and Regulations promote the following principles:

1. Assure the safe and efficient use, administration, operation, expansion, extension, and preservation of KUB’s electric system.
2. Assure its customers’ compliance with these Rules and Regulations, Rate Schedules for electric service adopted by the Board and Service Procedures established by KUB to implement these Rules and Regulations.
3. Promote fair, reasonable, and uniform treatment of customers in each of the rate classes of KUB’s Electric Division.
4. Protect our environment through the professional management of our system and maintain public confidence in KUB’s electric system.
5. Encourage economic development by promoting extensions of the KUB electric system.
6. Simplify, clarify, and modernize the policies governing the operation of KUB’s Electric Division.
7. Assure that the KUB electric system operating practices are as uniform as appropriate.
8. Promote the continued evolution and development of KUB’s electric system operating guidelines and practices.

Section II. Scope

These Rules and Regulations apply to the application, implementation, and operation of KUB’s electric system and the provision of electric service and have been adopted pursuant to authority granted the Board by Section 1106(G) of the City Charter.

1. Conflict. In addition to these Rules and Regulations, the following documents, listed in order of precedence, are hereby made a part of all contracts and enforceable through all contracts, actual and implied, for customers and users receiving electric service from KUB and apply to all electric services received by customers, whether the service is based upon contract, agreement, signed application or otherwise:

   i) the Electric Division Rate Schedules;
   ii) these Rules and Regulations as may be amended from time to time; and
   iii) the Service Procedures.

In the event of a conflict between the documents listed above, the order of precedence shall govern.
2. **Severability.** If any clause, sentence, paragraph, section or part of these *Rules and Regulations*, any applicable *Electric Division Rate Schedule*, or any provision of the *Service Procedures* shall be declared invalid or unconstitutional, it shall not affect the validity of the remaining parts of these *Rules and Regulations*, the applicable *Electric Division Rate Schedule*, or the *Service Procedures*.

3. **Authority.** Subject to the limitations set forth in the Charter, these *Rules and Regulations*, applicable *Rate Schedules* and any other official *Board* action or resolution, the *President and CEO*, and his/her designees, has all rights, powers, duties and authorities to implement, and enforce these *Rules and Regulations*. The *President and CEO*, and his/her designees has all rights, powers, duties, and authorities to establish and enforce *Service Procedures* and other such policies and programs necessary to implement these *Rules and Regulations*.

4. **Rules and Regulations Oversight Committee.** The *Rules and Regulations* Oversight Committee shall consist of the *Chief Operating Officer (COO)*, and other members of *KUB* management, as so designated by the *President and CEO*. The COO shall chair the Committee. The *Rules and Regulations* Oversight Committee will provide oversight of the implementation, enforcement and administration of the *Rules and Regulations*. The *Rules and Regulations* Oversight Committee is responsible for recommending changes to the *Rules and Regulations* to the *President and CEO*. Any substantive amendments or changes to these *Rules and Regulations* are subject to the approval of the *President and CEO* and adoption by the *Board* in accordance with the *Board*’s procedures.

5. **Access to Premises.** The *customer, user*, and if a different *person*, owner of *premises* to which *electric service* is provided shall, by its receipt and acceptance of *electric service*, grant to *KUB* permission to access the *premises* at all times, including immediate access if determined to be necessary by *KUB* in the event of an emergency, for the purpose of:

   i. Reading meters;
   ii. Installing, testing, inspecting, repairing, operating, maintaining, removing, and replacing any *KUB electric system* component;
   iii. Vegetation management including but not limited to tree-trimming;
   iv. Clearing hazards away from *KUB’s electric system*;
   v. Inspecting and operating the *customer’s, user’s*, and if a different *person*, owner’s electric facilities;
   vi. Inspecting the *premises*; and
   vii. Providing notifications
in order to determine that KUB’s Rules and Regulations and/or Service Procedures implementing the Rules and Regulations, the National Electric Code, and the National Electric Safety Code are being complied with and to ensure compliance with applicable federal, state, and local law(s) and regulation(s).

6. Responsibility for KUB’s Property. The customer, user, and if a different person, owner shall provide a space for and exercise proper care to protect any KUB property on the premises; and in the event of loss or damage to KUB’s property, arising from the negligence to care for said property, the cost of necessary repairs or replacements shall be paid by the negligent party.

The customer is solely responsible for trimming and/or removing any vegetation impeding (including but not limited to any tree) the installation, operation, repair, maintenance, removal or replacement of the electric service lines and related electric facilities.

No person shall cause or allow to exist on the premises any building, trees or anything else that interferes with the installation, operation, maintenance, removal or replacement of KUB’s service and related electric facilities.

No person shall perform excavation without a valid TN811 locate request ticket. The Tennessee Underground Utility Damage Prevention Act specifies the requirements for safe digging or other work near utilities.

7. Responsibility for Compliance with Rules and Regulations. Every customer, user, and if a different person, owner shall comply with these Rules and Regulations, Rate Schedules for the Electric Division adopted by the Board, and Service Procedures established by KUB to implement these Rules and Regulations.

8. Promotion of Technology. KUB may establish and maintain processes consistent with these Rules and Regulations that promote and utilize new technologies for the operation of its electric system which improve system reliability, increase operational flexibility and/or lower costs of operation. Examples include, but are not limited to, automated remote metering, estimated metering, etc.

9. Health and Safety. All Rules and Regulations and Service Procedures affecting health and safety, including (without limitation) all provisions relating to inspection, general safety precautions for utilization, operation and maintenance of KUB’s electric system, and rules governing installations, are for the guidance and benefit of customers, users, and if a different person, owners, and KUB shall not be responsible for the health
and safety thereof, or for any loss, damage, or injury resulting from any violation thereof, but KUB reserves the right, in its discretion, to refuse to furnish electric service, or to discontinue furnishing electric service, where the customer, user, and if a different person, owner fails to comply therewith.

10. Interpretation. It is the intent of KUB that these Rules and Regulations be liberally interpreted.

Section III. Definitions

For the purpose of these Rules and Regulations, and unless the context specifically indicates otherwise, the following terms shall have the meaning ascribed:

Wherever the context shall require, words used herein in the singular shall include the plural, words used in the plural shall include the singular, words used in the masculine shall include the feminine, and words used in the feminine shall include the masculine.

Board shall mean the KUB Board of Commissioners, as appointed from time to time by the Mayor and City Council of the City of Knoxville, Tennessee.

Chief Executive Officer or President and CEO shall mean the President and Chief Executive Officer of the Knoxville Utilities Board.

Chief Operating Officer or COO shall mean the Chief Operating Officer of the Knoxville Utilities Board. The COO, subject to the supervision of the CEO, shall administer, implement, and enforce the provisions of these Rules and Regulations.

City shall mean the City of Knoxville, Tennessee.

Commercial and industrial use shall mean all uses with the exception of domestic use as defined in these Rules and Regulations.

Connection shall mean any physical tie or hookup made to the KUB electric system.

Contribution in Aid of Construction (CIAC) shall mean a payment required of the customer for the extension of KUB’s electric system.

Customer shall mean any person who receives electric service from KUB under either an express or implied contract requiring such person to pay
KUB for such service. The term shall also include illicit users of electric service from KUB.

Domestic use of the electric system shall be defined and limited to single-family, multifamily, apartment or other dwelling unit or dwelling unit equivalent connecting to KUB’s electric system and used for residential purposes only.

Dwelling unit shall mean any structure occupied by one or more persons of a single family for residential purposes. Apartment buildings and other structures occupied by more than one family shall be considered multiple dwelling units.

Electric Division or division shall mean the part of the KUB system having charge of the physical operation and financial oversight of KUB’s electric system.

Electric system shall mean all facilities for transmitting, distributing, and receiving electricity.

Electricity and/or electric service means energy made available for consumption by KUB for its customers, users, and if a different person, owners for domestic, commercial and/or industrial use by transmitting or distributing energy via the flow of an electric charge through a conductor.

Fee is any amount levied that is: (1) infrequent in nature, and/or (2) generally not consumption based, and/or (3) set at the discretion of management of KUB as authorized by the Board, but does not include a rate.

Knoxville Utilities Board, or KUB, shall mean the Knoxville Utilities Board of the City of Knoxville, Tennessee, or, as the context requires, the management of KUB, its contractors or agents.

Overhead electric service line (service drop) shall mean an overhead extension of KUB’s electric system required to connect the customer’s, user’s, or if a different person, owner’s premises and/or dwelling to the electric system. The overhead electric service line (service drop) shall be owned by KUB and thus be considered a part of KUB’s electric system.

Person shall mean any individual, partnership, firm, company, association, society, corporation, limited liability company, trust, estate, governmental entity, or any other legal entity, or its legal representatives, agents, or assigns. This definition includes all federal, state and local governmental entities and shall also include illicit users of electric service from KUB.
Point of Delivery, for overhead electric service, shall mean the point at which the overhead electric service line (service drop) connects to the customer's, user's, or if a different person, owner's premises, as determined by KUB; for underground electric service, it shall mean the point at which the underground electric service conductors (service lateral) connects to KUB's electric system, as determined by KUB.

Premises shall mean any structure, group of structures, or property, whether occupied or unoccupied, operated as a single business, enterprise, or dwelling unit, but shall not include more than one dwelling unit.

Rate is any quantitative value used to determine an amount levied on a customer directly related to the provision and/or consumption of electricity typically associated with utility usage, as set forth in an Electric Division Rate Schedule adopted by the Board.

Rules and Regulations means the rules and regulations adopted by the Board governing the operation and use of KUB's electric system.

Service Procedures means those governing procedures set forth in a document or document(s) adopted by the President and CEO implementing the Rules and Regulations for the KUB electric system and outlining the guidelines necessary to oversee daily operation of KUB's electric system.

Stand-by Service is support electric service that is not regularly used by the customer that is made available as needed to supplement a customer's electric service requirements as authorized by the KUB Rate Schedule(s) for the Electric Division and/or a customer contract.

Standards and specifications shall mean a set of processes or procedures regarding certain aspects of the KUB electric system, which may be in effect from time to time, but may not be included in the Service Procedures.

Sub-metering shall mean metering equipment not owned by KUB that is used to measure and bill electric consumption at a premises and/or dwelling unit for payment of electric consumption to an entity other than KUB.
Underground electric service conductor (service lateral) shall mean an underground extension of electric facilities and related appurtenances required to connect the customer’s, user’s, or if a different person, owner’s premises and/or dwelling to KUB’s electric system. Underground electric service conductors (service lateral) shall be owned by the individual property owner.

User shall mean any premise having a connection to the KUB electric system or having access thereto. The term shall include illicit users of electric service from KUB.

**Section IV. Initiation of Electric Service**

1. **Residential use.** A formal request for either original or additional electric service must be made to KUB by the customer and be duly approved by KUB before connection to the KUB electric system is made. The request shall be in the prescribed form according to the Service Procedures. The receipt by KUB of a prospective customer’s request for electric service shall not obligate KUB to render the electric service. KUB may, at its sole discretion, require the customer to provide security, assurance, or guaranty prior to KUB rendering electric service.

2. **Commercial and industrial use.** A formal request for either original or additional electric service must be made to KUB and be duly approved before connection is made. The request shall be in the prescribed form according to the Service Procedures. The receipt by KUB of a prospective customer’s request for electric service shall not obligate KUB to render the electric service. KUB may, at its sole discretion, require the customer to provide security, assurance, or guaranty prior to KUB rendering electric service.

3. **Intergovernmental agreements.** At KUB’s sole discretion, KUB may enter into agreements with municipalities and unincorporated areas for the distribution and/or transmission of electric service. Any such agreement must comply with all applicable federal, state and local laws, ordinances, regulations and KUB’s Rules and Regulations. There shall be no liability on the part of KUB to the requestor for refusal of such service.

4. **Private electric systems.** At KUB’s sole discretion, KUB may allow the connection of private electric systems to the KUB electric system. Any person owning or controlling premises either within or without the current KUB electric system area of service desiring to install a private electric system and to connect to the KUB electric system must comply with all applicable federal, state and local laws, ordinances, regulations and KUB’s Rules and Regulations and Service Procedures. KUB may enter into an agreement with said persons at KUB’s sole discretion. There shall
be no liability on the part of KUB to the requestor for refusal of such service.

Section V. Connections to KUB Electric System

1. Electric System extension or relocations. Customer extensions or relocations, both overhead and underground, will be located in a right-of-way or dedicated easement acceptable to KUB. Unless approved by KUB, the right-of-way must be adjacent to a road that is suitably maintained so as to permit KUB to have direct access to the KUB electric system. Should the right-of-way be adjacent to a private road, rights of ingress and egress shall be granted to KUB, and a dedicated easement shall be provided to KUB without cost before any overhead electric service line extension and/or underground electric service conductors are constructed. If additional easements are required, the customer shall bear KUB’s costs of obtaining said easements.

KUB may offer temporary electric service in accordance with its Rate Schedules and/or Service Procedures.

2. Point of delivery

A. The point of delivery, for overhead electric service, shall mean the point at which the overhead electric service line (service drop) connects to the customer’s, user’s, or if a different person, owner’s premises, as determined by KUB; for underground electric service, the point of delivery shall mean the point at which the underground electric service conductors (service lateral) connects to KUB’s electric system, as determined by KUB.

B. All connections to the KUB electric system are to be made in accordance with all applicable KUB standards and specifications. In the event of a discrepancy between KUB standards and specifications and the National Electric Code, the National Electric Code shall prevail.

C. The Codes Inspector for the City for connections within the City and the appropriate regulatory authority for the area for connections outside the City, including but not limited to the State Inspector, must inspect and approve the electric service connection before any meter is set by KUB. For connections for government entities within KUB’s service area, the appropriate regulatory authority, if any, shall make electrical inspections, before any meter is set by KUB.

D. Costs and expenses incident to the installation, connection and inspection of the wiring and equipment beyond the point of delivery
shall be borne by the customer, user, and if a different person, owner. All wiring or equipment (except KUB’s metering) beyond the point of delivery shall be owned and maintained by the customer, user, and if a different person, owner unless otherwise agreed to in writing by KUB.

E. Each customer, user, or if a different person, owner shall be entirely responsible for the maintenance, including repair and rehabilitation, of the underground electric service conductors (service lateral) in accordance with KUB’s standards and specifications, these Rules and Regulations, the most recent Electrical Code, as modified and adopted by the City, or the appropriate regulatory authority for the area of connection outside of the City, and all applicable codes and ordinances.

The customer, owner, and if a different person, owner shall also be entirely responsible for the trimming and/or removal of vegetation in order to maintain a reasonable clearance between said vegetation and the underground electric service conductors (service lateral) and/or the overhead electric service line (service drop).

F. KUB operates, maintains, repairs, and replaces all portions of the KUB electric system. KUB shall perform all work in accordance with National Electric Code regulations, KUB’s standards and specifications, these Rules and Regulations, and any other applicable codes and ordinances.

G. The location of KUB’s metering equipment shall not change the location of the point of delivery.

H. KUB shall not be liable for any injury to persons or property on account of any defect or negligence in the installation, maintenance, or use of the customer’s, user’s, and if a different person, owner’s equipment beyond the point of delivery.

3. Voltage Fluctuations. Electric service must be used by the customer, user, and if a different person, owner in such a manner as to not cause unusual fluctuations or disturbances to KUB’s electric system. KUB may require any such party, at their expense, to install a suitable apparatus that will reasonably limit such fluctuations. KUB shall inspect and approve any such apparatus and will require installation to meet all applicable codes and KUB standards and specifications.

4. Additional Load. The service connection, transformers, meters and equipment supplied by KUB for each customer, user, and if a different person, owner have definite capacity and no major addition to the equipment or load connected thereto, as determined by KUB in its sole
discretion, will be allowed except by consent of KUB. Failure to give written notice of major additions or changes in load, as determined by KUB in its sole discretion, and to obtain KUB’s written consent for same shall render said party liable for any damage to KUB’s electric system caused by the additional or changed installation.

5. **Stand-by Service.** A qualified customer may request stand-by service provided the stand-by capacity can be provided and made available. The determination of the economic contribution made by KUB, if any, toward providing stand-by service for a customer shall be determined by KUB on the basis of economic and/or technical feasibility. In making such determination, KUB shall consider the total capital cost, the anticipated revenues, the estimated expenses associated with the extension, such other economic factors as the KUB may deem appropriate under the circumstances, and the availability of stand-by capacity. Costs in excess of KUB’s investment, if any, shall be borne by the customer and shall constitute a CIAC. All expenses incident thereto, including testing, repair, maintenance, billing and reading the meter for the stand-by service, shall be borne by the customer. A customer must receive approval from KUB prior to the installation of a stand-by service.

6. **Interconnection.** No interconnection of any kind shall be permitted between KUB’s electric system and any electric supply from any other source, nor shall any electric supply from any other source be permitted to migrate into KUB’s electric system, unless approved in writing by the COO or the President and CEO. Additionally, KUB will require technical information, including but not limited to manufacturer drawings, equipment layout, and details concerning the transfer switch apparatus, in regard to the interconnection or electric backup system. KUB reserves the right to alter or modify the requesting party’s plans to address safety concerns or KUB’s electric system integrity.

**Section VI. Interruption of Electric Service**

KUB shall not be liable for any damage resulting from failure of any KUB electric system component, or by discontinuing the operation of any segment of its electric system for repair, extensions or connections, or from the accidental failure of its electric system from any cause whatsoever, or the termination of electric service as the result of violations by any customer, user, and if a different person, owner of any applicable federal, state and local laws and/or these Rules and Regulations or KUB’s Service Procedures, or damage resulting from KUB’s failure to terminate electric service after notice of termination of electric service by the customer. In cases of emergency, KUB shall have the right to restrict the use of its electric system in any reasonable manner for the protection of KUB’s electric system, customers, the public, and the environment.
Section VII. Shortage of Electricity

In the event of an emergency or other condition causing a shortage in the amount of electricity for KUB to meet the demands on its electric system, KUB may, by a method deemed equitable by KUB, fix the amount of electricity to be made available for use by customers and/or may otherwise restrict the time and purpose of electric use by customers. A method for the distribution of electricity under such circumstances may be set forth in the Service Procedures.

If such conditions become necessary, a customer may request a variance because of unusual circumstances including matters adversely affecting public health, safety, and welfare. If the customer fails to comply with such restriction, KUB may take such remedial action, as it deems appropriate under the circumstances including but not limited to temporarily terminating electric service or charging additional amounts because of the excess use of electricity.

KUB also reserves the right to grant no further applications for electric service until such time that the shortage of electricity for KUB to meet the demands on its electric system has been alleviated.

Section VIII. Termination of Electric Service; Refusal to Connect Electric Service

KUB has the right to terminate or refuse electric service based on outstanding debts owed to KUB related to the non-payment of utility bills, a dispute as to the ownership or right of occupancy of the premises requesting electric service, a violation of these Rules and Regulations, a violation of Service Procedures, a violation of a customer contract, non-payment of a utility bill by the customer, non-usage of electric service for a reasonable period of time, a violation of the National Electric Safety Code or any other applicable rule, law, or ordinance, or any other legitimate reason deemed in KUB’s best interests and the best interests of KUB’s electric system.

Section IX. Rates for Electric Service

Electric service rates shall be set forth in the Electric Division Rate Schedules as adopted by the KUB Board.

Section X. Billing for Electric Service

The billing for electric service shall be in accordance with the Rate Schedules of the Electric Division as approved by the Board and this section of the Rules and Regulations.

1. Minimum charges. The minimum charge, if any, will be as stated in the Rate Schedules of the Electric Division.
2. **Estimated billing.** *KUB* may periodically estimate a *customer’s* electric consumption and submit to *customer* for payment such estimated service bill.

3. **Billing adjustments.** *KUB* may adjust *customer* billing for reasons including but not limited to the following: billing for over or under registration of meters, for the determination of electric consumption by *customers* when meters have been inoperative, for an obviously incorrect meter reading, or for other recognized and proper adjustments as are determined by *KUB*.

**Section XI. Authority to Levy Charges and Fees**

Under the provisions of the City Charter and of the general laws of the State of Tennessee, *KUB* is authorized and empowered to fix, levy and collect *fees*, rents, tolls or other charges for the use of or in connection with the *KUB electric system*. This authorization includes but is not limited to the establishment, levy and collection of a service charge, improvement charge or other charges deemed necessary. The *CEO* and/or his/her designee may establish *Service Procedures* addressing the establishment of charges and *fees* associated with electric service.

**Section XII. KUB Electric System Extensions**

1. **General Extension Policy**

   A. The investment that *KUB* will make, if any, toward an extension of the *KUB electric system* will be equitably determined by *KUB* on the basis of economic and/or technical feasibility. In making such determination, *KUB* shall consider the total capital cost, the anticipated revenues, the estimated expenses associated with the extension, such other economic factors as *KUB* may deem appropriate under the circumstances and the availability of adequate capacity in the *KUB electric system*. *KUB* may require the *person* to pay a CIAC.

   B. *KUB* may require the *person* to execute an extension agreement which requires and/or provides for assurances or other security or credit arrangements as may be required by *KUB* in its sole discretion, with respect to the extension, including, but not limited to, refundable construction advances, minimum demand or bill requirements, and such other forms of security, assurance, and/or guaranty, as *KUB* determines to be necessary or appropriate to protect the interest of *KUB* and its *customers*. *KUB* shall not be obligated to provide refunds unless specified in a contract. In no
event shall a refund be in excess of the amount of the advance for or actual cost of construction.

C. KUB shall have the authority to extend its electric system in a manner different from that set forth in the Rules and Regulations and charge a CIAC when any such extension is determined to be in the best interest of KUB, economic interest of the community, or to the benefit of the public health of the community.

D. The authority to make electric extensions is in KUB’s sole discretion even though all requirements have been met. Nothing contained herein shall be construed as requiring KUB to extend electric service to any property. KUB electric system extensions shall not be denied on the basis of race, sex, religion, color, age, or national origin.

E. All costs associated with designing and installing an electric system and all appurtenances in new developments are the sole responsibility of the persons developing the subdivision or land development project.

2. Construction of KUB Electric System

A. KUB’s electric system shall be constructed by KUB personnel or by a licensed contractor acceptable to KUB.

B. The size, type, and installation of KUB’s electric system components shall comply with KUB’s standards and specifications and must be approved by KUB. KUB may at its sole discretion install its facilities overhead or underground.

C. Construction work on KUB’s electric system shall at all times be subject to inspection by KUB to assure that the work conforms to KUB’s standards and specifications.

D. No approval or inspection by KUB hereunder shall relieve a contractor or a person who contracted with a contractor of any liability for work performed on the KUB electric system.

E. Upon the completion of construction and subsequent inspection and approval by KUB, such construction shall become the property of KUB and thereafter become a part of KUB’s electric system. The persons paying the cost of construction shall execute any written instrument requested by KUB to provide evidence of KUB’s title. In consideration of such being transferred to KUB, KUB shall incorporate such as an integral part of KUB’s electric system in accordance with these Rules and Regulations.
F. *KUB* may, at the request of a *person*, relocate or change existing *KUB electric system* components. The *person* may be required to reimburse *KUB* for costs of such relocation or change including but not limited to appropriate overheads and associated costs for easement acquisitions. When a public right-of-way is changed for the benefit of private interests and *KUB’s electric system* must be adjusted to accommodate said change, the cost of such adjustments shall be paid in advance on a non-refundable basis by the requesting parties.

G. The property owner shall be entirely responsible for the trimming and/or removal of vegetation in order to maintain a reasonable clearance between said vegetation and the *underground electric service conductors (service lateral)* and/or the *overhead electric service line (service drop)*.

3. **Construction and Responsibility for Private Electric Systems.**

*KUB* reserves the authority to allow and/or deny private *electric systems* that either directly or indirectly draw and/or transmit electrical current to and/or from, as appropriate, the *KUB electric system*. Any such private *electric system* shall be approved by the applicable governing entities. The owner of the private *electric system*, such as the developer, the developer’s legally authorized successor, property owner, etc., shall retain ownership of and be responsible for all operation and maintenance of the private *electric system*. *KUB* shall retain ownership of and be responsible for the operation and maintenance of the master *metering equipment*, which registers *electric usage* by the private *electric system*. If determined by *KUB* that the private *electric systems* violate any applicable federal, state or local laws, or regulations or these *Rules and Regulations or Service Procedures*, then *KUB* has the authority to require the *customer* to rectify the violation at the *customer’s expense*. *KUB* has the authority and reserves the right to enter on the *customer’s property* and to rectify the violation and seek reimbursement for costs borne by *KUB* to rectify the violation.

**Section XIII. Prohibition of Electricity Resale.**

No *person* shall resell *electricity* from *KUB’s electric system* without *KUB’s express written permission*.

**Section XIV. Sub-metering.**

*Sub-metering* of *KUB’s electric service* shall not be allowed except as expressly permitted in writing by *KUB* in circumstances where the *COO* has determined it is in *KUB’s best interests* or it is expressly permitted in a *Rate Schedule*. 