

From: Dietz, Sidney
Sent: 3/19/2013 8:05:18 AM
To: Campbell, Michael (Michael.Campbell@cpuc.ca.gov)
Cc:
Bcc:
Subject: we don't have a formal policy

And there are strange situations where we do charge a penalty, mainly when we come after you only if you destroy property or something like that, and generally not energy-charge related. And note that for energy charges, we can only go back so far anyway. But, in general, we fix problems then just get it right going forward.