

Air Assurance

258-COOL 258-HEAT



Dear Citizens of Broken Arrow –

Air Assurance has specialized in providing Broken Arrow residents and businesses with excellent customer service and fair prices for more than 20 years. But now, our character is being called into question. You deserve to know the truth.

Air Assurance won a bid – fair and square – to provide maintenance on Broken Arrow Public Schools' 1,700 heat and air units. We provided service and billed in accordance with the bid. During the same time period, Broken Arrow Public Schools tasked us with a number of other projects – such as making repairs to lighting systems, making ductwork renovations, servicing dust collection systems, purchasing and installing new units, and more – that were outside the scope of the bid. I don't know why the school district never required that we bid on this work. We were simply asked by an established customer to perform work, and we did it. The school district authorized every service call; before any equipment or replacement parts were ordered, Air Assurance provided an estimate, and the district issued a purchase order. We never sold the schools used equipment.

It is also being inaccurately reported that Air Assurance completed work without proof of insurance. We have maintained adequate and compliant insurance coverage and submitted proof to the school every year.

Additionally, it is being implied that we violated a law or school policy by having access keys to the schools. In fact, the school district issued our company access keys so we could

immediately respond to any heating and air conditioning maintenance issues that occurred. This procedure allowed our company to promptly correct the problem so that it did not interfere with the school day. During our many years of service to the district, at no time was a security issue or complaint ever shared with us.

What seems to be driving these damaging, inaccurate statements is an alleged version of a leaked report from the State Auditor's office. Never in its 18-month investigation did the State Auditor's office contact Air Assurance for information. Our family would have been happy to share information about how we operate so that investigators could have produced an accurate, fair document for you to review. We treated the Broken Arrow School District with the same professional level of service we give to all our customers.

Despite this unfortunate situation, I remain proud to continue serving and living in Broken Arrow. Air Assurance is locally owned, despite reports to the contrary. As our thousands of loyal customers know, Air Assurance responds promptly, provides excellent service and guarantees our work. We commit to continue this long-standing tradition of service in Broken Arrow.

Thank you for your time,

Mike, Narissa and David Rampey

