

Wilkins, Shari A

From: Wilkins, Shari A
To: Stover, Terry L
Cc: Updike, Stephanie; Flippo, Maryanne; Whelpley, Sharon A
Subject: RE: attention requested
Attachments:

Sent: Thu 8/7/2008 8:42 AM

I understand a letter did go out, under your name on Dr. Sisney's letterhead. Where is the members of the Board copies? It is my understanding that all members should be consulted and have copies of all correspondence.

*Shari Wilkins
 Board of Education
 Broken Arrow Public Schools*

From: Wilkins, Shari A
Sent: Wed 8/6/2008 1:38 PM
To: Stover, Terry L
Cc: Updike, Stephanie; Flippo, Maryanne; Whelpley, Sharon A
Subject: RE: attention requested

As I told you at the meeting, I wanted to see the draft. If you are representing the Board-we need to know what the letter says.

*Shari Wilkins
 Board of Education
 Broken Arrow Public Schools*

From: Stover, Terry L
Sent: Wed 8/6/2008 11:53 AM
To: Wilkins, Shari A
Cc: Updike, Stephanie; Flippo, Maryanne; Whelpley, Sharon A
Subject: RE: attention requested

Shari:

As I told you and other board members I was to sign it at Monday Night's meeting and Carol would send it, however, I was hoping to give it to Mike personally once I knew he was there. After the meeting I went to the bathroom and everyone had left. I contacted Carol the next day and made arrangements to sign it. It was sent certified mail yesterday.

In Service to You,

Terry L. Stover, President
 Broken Arrow Public School Board of Education
 Zone 1 Representative

From: Wilkins, Shari A
Sent: Wed 8/6/2008 11:18 AM
To: Stover, Terry L
Cc: Updike, Stephanie; Flippo, Maryanne; Whelpley, Sharon A
Subject: FW: attention requested

Terry-

I am disappointed with the lack of action and follow through on our situation with Air Assurance. A letter was sent by Air Assurance (June 25th "ish"- I received June 30th.) We did not discuss until July 15th. We were to have a draft letter by July 22nd or 23rd, then you said you spoke to Laura Holmes and we would have by August 1st. It is now August 6th and we still do not have any response to Air Assurance. I think that the reputation of the district should be stellar- not one that can not get something taken care of. Are we not just waiting for a draft letter? Is this legal firm too busy for us? If we are wanting to improve our perception in the community- this is not helping. I am not impressed with the lack of attention to our requests. Please advise status. thank you.

*Shari Wilkins
Board of Education
Broken Arrow Public Schools*

From: Mike Rampey [REDACTED]
Sent: Wed 7/30/2008 2:50 PM
To: Sisney, Jim; Wilkins, Shari A; Stover, Terry L; Whelpley, Sharon A; Updike, Stephanie; Flippo, Maryanne
Subject: attention requested

Dear Board Members and Dr. Sisney,

This week has been very disheartening to Narissa, David and me. Earlier this week, an employee came to us with news a customer had told our employee that Air Assurance had been double invoicing the schools and overcharging them. Three other Air Assurance customers had made comments to the same degree. As you know, this matter was raised with us by you and we provided documentation that double invoicing and overcharging had not occurred.

A person, owning a business spends a lifetime building a reputation, earning respect and it can be so easily tarnished by rumors. In the last 24 years we have built a business where the very core values of our company are all about integrity, respect, and trust. We are proud to have become a part of this community, building relationships and serving the Broken Arrow schools.

I am sure that the rumors that are going around are not from this board or the superintendent. It is a large district with many employees and people do talk even when you ask them not to. I know it is impossible to control that. What you

can do is to put an end to the rumor mill by simply honoring our request made in the previous letter which puts an end to this once and for all, and might ensure that no further damage is done to our company, employees and us. We have met with all of the board members to show you that there was nothing we did wrong in the 3 examples that were brought to our attention and you were all satisfied with the conclusion. We also have asked that if there are any other questions to just bring them to our attention so that they to can be cleared up to everyone's satisfaction and so that there is nothing in question left unanswered. We are confident that no billing mistakes have been made, but in the unlikely event that a mistake did occur, it was unintentional and we have always told you that the mistake would be remedied. Having said that, we have a very high degree of confidence that no mistakes have been made and there is not evidence or indication to contradict our confidence.

We are not asking to do the work at the schools again but many of our customers are school employees and community leaders, and we have suffered a loss of business because of the false accusations having been made publicly and then repeated to others. We only ask you to please consider our requests to end this situation so that the better good of the schools, this community, our company and our team members can be done. Your assistance and understanding here is for the benefit of all and harms no one.

Thank you in advance for you consideration,

Mike Rampey

Narissa Rampey

David Rampey
Air Assurance Owners

Mike Rampey , President

Air Assurance Co.

1301 SW Expressway Dr.

Broken Arrow, Ok 74012

918-258-COOL or 258-HEAT

www.AirAssurance.com