



Mr. Kirk Myers, President  
Myers Plumbing & Heating, Inc.  
16825 Industrial Parkway  
Lansing, MI 48906

Dear Mr. Myers,

I want to take this opportunity to let you know how pleased Dewitt Public Schools has been with the high quality of workmanship it receives from Myers Plumbing & Heating. For the past five years, I have had the pleasure of working with your company and its conscientious employees. Whether it is large jobs such as the recent boiler replacement at Schavey Elementary School or the plethora of smaller plumbing and HVAC repairs that crop up each month, my maintenance staff and I have come to rely on your company to provide fast, efficient and dependable service at an affordable price.

Along with making repairs and addressing our needs in a timely manner, I am also grateful for the knowledge that your technicians have imparted to the staff and me. Instead of merely fixing a broken piece of equipment, your workers make it a priority to educate us regarding the underlying cause of the problem and share with us steps we can take to avoid them in the future. There are several examples of this including the investigations surrounding the premature demise of the domestic water heaters and swimming pool water heaters at our relatively new high school. Your investigation led to the root cause of the problem – a lack of venting for outside combustion air. I also appreciate your company's recent involvement in diagnosing and solving the problems related to the sediment in the boiler and chiller loops at the high school and other buildings.

Everyone in your company including the president, the office and accounting staff, and the technicians in the field have a natural proclivity to provide good customer service and a willingness to do what it takes to get the job done. Over the years, I have appreciated the high level of service the district has received from you, Chad Myers, Andrew Hay, Judy Driver, Mary Alice, Mike Rietsma, Greg Babcock, Scott Simmons, and the rest of your service staff. I apologize for not mentioning all of the names. There are simply too many.

Once again, thank you for all your hard work. I look forward to working with Myers Plumbing & Heating for many more years.

Sincerely,

Doug Vettraino, Director of Custodial, Maintenance & Grounds  
DeWitt Public Schools