



CONNECTED

Conway Corp
Quarterly Newsletter

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Powering Conway since 1929.



Conway Corp Employees in the Community

Several Conway Corp employees recently received recognition in the community. | **P. 2**



Energy Smart Contest Winners Announced

Students were recently recognized for their posters, essays and videos describing how Conway Corp powers their lives.. | **P. 3**



Greg Dell, Brett McDaniel receive promotions

Conway Corp is proud to announce the promotions of two Conway Corp employees. | **P. 4**

ELECTRIC CREW ASSISTS WITH HURRICANE RELIEF



Conway Corp employees who volunteered to help restore power in the Orlando area: Lance Heer (from left), Travis Lauer, Scott Ussery, Trey Brown and Kolt Weatherley.

Conway Corp deployed a crew Thursday, Sept. 7 to assist with power restoration in the wake of Hurricane Irma. The five-person crew was part of a mutual aid response coordinated by the Missouri Public Utility Alliance (MPUA).

Conway Corp's crew joined 36 lineworkers from the Missouri cities of Columbia, Hannibal, Independence, Macon, Nixa, Poplar Bluff and Trenton in Birmingham, Ala. before traveling on to Orlando.

"Our crew arrived in Orlando on Friday night ahead of the storm," Conway Corp Electric Distribution

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Crews from around the country traveled to Florida to assist with power restoration as a part of mutual aid agreements with other public power utilities.



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System Manager Jim Moore said. "They reported to the command center Saturday morning and rode out the storm in Orlando."

The mutual aid response, coordinated through MPUA's mutual aid network, allows public power electric utility workers to help during widespread outages in other communities. Assisting cities are reimbursed by municipal utilities receiving assistance. Nationally, mutual aid agreements organized through the American Public Power Association link more than 2,000 public power and rural electric cooperatives, so they can assist each other in times of need.

"Mutual aid agreements are extremely important to us and other municipal utilities as they allow us to offer and receive assistance when major storms or natural disasters require restoration work that is beyond the capacity of our crews," CEO Bret Carroll said.

"We have been a part of mutual aid assistance through the Arkansas Municipal Power Association on numerous occasions. This is the first time we have traveled out of state as part of a mutual aid response."

"We are extremely proud of the work our crews do, and that we are able to assist fellow public power providers," Carroll added.



Senior Lineman Scott Ussey, Electric Distribution System Jim Moore and Board of Directors Chairman Bo Conner accepted recognition from MPUA on behalf of the crew that traveled to Florida at a recent board meeting.

CONWAY CORP EMPLOYEES IN THE COMMUNITY



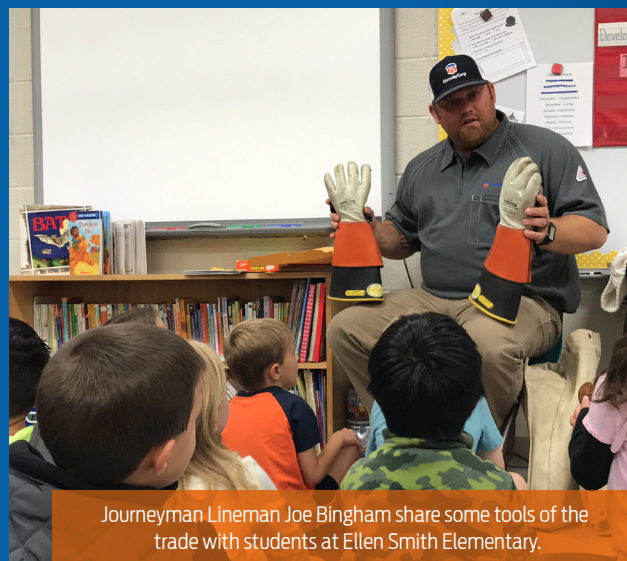
Bill Bethea, Assistant to the CEO (right) received the Downtown Award of Distinction from the Conway Downtown Partnership.



CATV Senior Project Manager Tony VanPelt and Commercial Sales Account Executive Elise Myers recently graduated from the Conway Area Leadership Institute.



Apprentice Lineman Cory Cox and Line Clearance Foreman Philip Duvall answer questions from students at Marguerite Vann Elementary.



Journeyman Lineman Joe Bingham share some tools of the trade with students at Ellen Smith Elementary.

ABOUT CONNECTED

This newsletter is published quarterly by Conway Corporation, operators of the city-owned electric, electronic and water systems. Conway Corp is a not-for-profit organization dedicated to exceeding our customers' expectations in producing and delivering safe, affordable, reliable, innovative and environmentally sound utility and telecommunications service while enhancing the quality of life in our community. Customer comments are welcome.

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TOMMY SHACKELFORD RETIRES

Tommy Shackelford joined Conway Corp in 1978 as a 23-year-old coming out of college, and began the work of designing and inspecting Conway's electric, water and sewer systems as a utility designer in the Engineering and Planning Department. He is retiring as the company's Chief Operating Officer on Oct. 1.

"When I started, there was Roger Mills, Jim Isom, me and we had Kenny Norman part-time," Shackelford said. "Conway's population was somewhere around 18,000 and growing. We'd come in at 7 a.m., work with developers, inspect jobs, design jobs – it was a busy time, but the busiest times were when the job was the most fun."

"I'm looking forward to spending time with the people in my life – the relationships that matter."

Shackelford served as a utility designer for eleven years. He was promoted to Assistant Manager Engineering & Planning in 1989, then to Manager, Engineering & Planning in 1997 and to Chief Operating Officer in 2005.

As Chief Operating Officer Shackelford oversaw the construction and completion of several major projects including the Roger Q Mills Water Treatment Plant, the Tupelo Bayou Wastewater Treatment Plant, the addition of three electric substations, an increase in capacity of Conway's water source Brewer Lake and major

rehabilitation and replacement of wastewater collection mains.

"Seeing Conway go from 18,000 to close to 65,000 people, and keeping up with growth – being able to work and serve the citizens of Conway – I'm proud to have been a part of that," Shackelford said. "When I drive around in new areas of town and a lot of what I see, I know we had a hand in planning it and making it happen – it feels good."

Crew safety was a priority for Shackelford during his time as COO. "I never wanted to see one of our employees hurt, and I knew that we had to make sure to provide a safe work environment," he said.

"There are many things that I appreciate about Tommy, but I especially appreciate his concern about our employees and their safety," CEO Bret Carroll said. "Tommy is a die-hard advocate for safety, and he helped improve on a culture already committed to safe work practices. Our crews work in environments that can be hazardous, and Tommy always made sure that they took the time to do their jobs safely, and that is of utmost importance."

"I am also proud of our reliability," Shackelford said. "Our employees work hard to take care of customers. They truly care about our customers,



and it has been an honor to be part of that."

Reflecting on what comes next, Shackelford is looking forward to "having fun!" He plans to spend time with his family, maybe take a few road trips.

"Life is short," Shackelford said. "I've learned that and I'm looking forward to spending time with the people in my life – the relationships that matter. With Adele (his wife), the kids and grandkids. When I was younger, I spent time on hobbies like hunting. Now I know I want to spend time with the people I love."

ENERGY SMART POSTER, ESSAY & VIDEO CONTEST WINNERS NAMED

Conway Corp recently asked its youngest customers to celebrate Public Power Week by participating in the company's fifth Annual Energy Smart Poster, Essay and Video contest.

Students in grades Pre K-4 were asked to create a poster, while 5-12 grade students could choose to either submit a typed essay or create a digital video on this year's contest theme "My Life, Powered By Conway Corp."

Woodrow Cummins Elementary fourth grader Olivia Frazier won first place in the poster contest and schoolmates Rylee Allen and Ethan Brock were selected second and third respectively. The winning posters will be displayed in the lobby of the Customer Care Center and featured in Conway Corp's social media series "Plugged In."

In the 5-7 grade essay contest, Kaeden Ingram, a fifth grader from Carl Stuart Middle School, won first place for his essay "Conway Corp: My Super Power." Jacob Regehr won second place for his essay "My Life Powered By Conway

Corp" and Ruby Jones was selected as the third place finisher for her work titled "Conway Corp: Powering Every Moment." Regehr is a sixth grader at Bob Courtway Middle School and Jones is a seventh grader at St. Joseph School.

"The Daily Ritual" by Conway High senior Anne Sting was selected as the winner of the 8-12 grade essay contest. Kennedy Smith, an eighth grader at Conway Junior High School, won second place for her essay "My Energized Years With Conway Corporation." Conway High School junior, Ashton Harris was selected as the third place winner for her essay "My Life, Powered by Conway Corp." Excerpts from the winning essays can be found at conwaycorp.com/blog.

This year the contest included a digital video category for the first time. Colby Thompson, an eighth grade student at Conway Junior High School and Landon Henigan, a fifth grade student from Ruth Doyle, won in the video category. Winning videos are available to view at conwaycorp.com/energysmartcontest.



ABOVE: Poster contest winner Olivia Frazier received an Energy Smart Prize, a pizza party for her class and \$100 was given to her classroom in her name.

BELOW: Winners in the Essay and Video Contests Kaeden Ingram, Anne Sting, Landon Henigan and Colby Thompson. Visit ConwayCorp.com/blog to see their entries.



GREG DELL NAMED COO

On October 1, Greg Dell was promoted to the position of Conway Corp's Chief Operating Officer. As COO, Dell will direct, administer and coordinate the activities of operations in support of policies, goals and objectives established by the Chief Executive Officer and the Board of Directors. He is responsible for the overall direction, coordination and evaluation of the operations of Conway Corp.

"Greg has shown great leadership and dedication to Conway Corp over his 32-year

career," Conway Corp CEO Bret Carroll said. "He has great respect among his peers and I have complete confidence that he will continue our tradition of operational excellence."

Dell began his career with Conway Corp in January 1985. He worked in several engineering and design departments before being named Assistant Manager, Engineering and Planning in January 2005. He held that position until May 2005 when he was named Manager, Engineering and Planning.



BRETT MCDANIEL RECEIVES PROMOTION



Conway Corp has announced the promotion of Brett McDaniel to Manager, Engineering and Planning.

McDaniel will be responsible for directing and coordinating the operation of the company's Engineering and Planning department, including forecasting, system planning, system design and engineering analysis as it supports the community and the company.

"I've worked alongside Brett for 12 years, and I am confident he will do a great job in this role," Greg Dell, Chief Operating Office said. "Conway Corp is fortunate to have someone with Brett's knowledge and background to move into this position."

McDaniel was hired as a Water Systems Engineer in 2005, and was promoted to Water Systems Senior Engineer in 2008, the role he held until his recent promotion to Manager.

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KEEPING CONNECTIONS



A MESSAGE FROM THE CEO

Retransmission consent is a provision of the 1992 United States Cable Television Consumer Protection and Competition Act that requires cable operators and other multichannel video programming distributors (MVPDs) to obtain permission from broadcasters before carrying their programming.

Across the country hundreds of local cable operators like Conway Corp are negotiating with a handful of corporate media conglomerates that own many of the local TV station affiliates for ABC, CBS, FOX and NBC. We negotiate in good faith to ensure availability of affordable programming.

**For more information
on retransmission, visit
keeptheconnections.com**



Our goal is to sign deals for the programming you want at reasonable monthly fees, and to avoid a situation where corporate broadcasters remove popular programs to play hardball in negotiations.

In the past, we had personal relationships with local broadcasters who lived in the community, developed over years of mutually-beneficial business interactions. But as the broadcast industry has gone corporate, we now must negotiate with regional and national entities whose owners and employees live outside our community. This can make it harder to come to an agreement.

We know that we will bear the brunt of customers' frustration if a station is removed from a channel lineup. Customers don't want to lose a popular broadcast network like CBS, NBC, ABC or Fox. Ultimately, however, a broadcaster must grant permission to allow the retransmission of the TV signal. If we are unable to reach a fair

- **We negotiate hard with corporate broadcasters to keep fees low, and programs on the air. While we don't dictate fee increases, we must pay broadcasters to carry their stations in our local TV lineups.**
- **We want you to have access to all the programs you want, and not be forced to offer you the programs you don't want.**
- **We know you have many choices when it comes to watching TV content, and we strive to keep costs low to keep your business.**
- **We are local. We are our own customers, too. We live and work here, and we are committed to serving you – our friends, families and neighbors.**

agreement, those networks could remove their signal.

In 2017, there have been 145 blackouts, affecting TV viewers in nearly 100 markets, with the longest blackout lasting 64 days.

Conway Corp will keep customers informed concerning retransmission agreements through this quarterly newsletter, our website, conwaycorp.com and our social media pages.

Bret Carroll
Conway Corp
Chief Executive Officer

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