

CONWAY CORPORATION Connected

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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.

Conway Corp Newsletter

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CEO Richard Arnold to retire May 31



Conway Corp CEO Richard Arnold joined the company in data processing in 1978. It was his first job out of college and he was tasked with transitioning from accounting ledgers filled by hand and typewriter to computer.

After 39 years with the company – 19 of those as CEO – Arnold is set to retire May 31.

Arnold credits his predecessors, specifically James H. Brewer and Bill Hegeman, with vision and mentorship that led to his own success, but those who have served under Arnold's leadership are quick to detail his contributions alongside those who led before him.

Arnold is the fifth person

to serve in the top leadership role in the company's 88-year history.

Moving from data processing to become Manager, Finance and Accounting in 1991, Chief Financial Officer in 1996 and then CEO in 1998, Arnold has led the company through a time of tremendous growth and change.

When Arnold joined Conway Corp in 1978, the company was providing electric, water and wastewater services. In 1979, the company accepted the exclusive franchise to operate the cable television system which would lead to the addition of internet offerings in 1997, telephone in 2008 and

see Arnold retirement page 4

- 1998**
Conway Corp implemented a GIS (geographic information system) program
- 2000**
\$2.655 million revenue bonds issued to fund water improvements including \$1 million water intake improvement at Lake Brewer.
- 2001**
Fourth electric substation (Conway-Donaghey) comes online
- 2002**
Began offering digital cable to customers
- 2003**
Added high-definition cable service to offerings
- 2004**
Water treatment plant expanded
Call Center added
Hotspot pilot program launched
- 2008**
IP telephone service, Video OnDemand and Energy Smart program launched
- 2010**
Fifth electric substation (Conway-Tyler) comes online
Began offering increased internet speeds of 50 Mbps through Docsis 3.0 technology
- 2011**
Multi-room DVR service added to cable offerings
- 2012**
myConwayCorp mobile app launched
- 2013**
Cable service transitions to all-digital
- 2014**
Construction on Tupelo Bayou Wastewater Treatment Plant complete
- 2015**
Gigabit internet offered to businesses located in Data District
Construction completed on 5,700 square-foot data center
\$3 million pledged to UCA for construction and renovation of science center
- 2017**
Began welcoming customers to new Customer Care Center

WORKS IN PROGRESS

Conway Corp had thirty-nine projects under construction in April. Below is a list of nine major projects:

- College Avenue, St. Joseph – Electric
- Conway-Middle Road Substation at East German Lane – Electric
- Front Street, Daly Restaurant – Electric and Cable
- I-40 Lighting project, Dave Ward Drive to Hwy. 65 – Electric
- Oak Street at I-40, Central Landing Blvd. improvements – Electric, Water and Sewer
- Quail Creek Subdivision – Electric and Cable
- Sixth Street improvements and I-40 Overpass – Electric, Water and Cable
- Spencer and Smith Streets, between Markham, Front and VanRonkle – Electric
- Sturgis Road, Acadia Health Meadows Corporate Center – Electric

Conway Corp board approves cable rate adjustments

The Conway Corp Board of Directors approved a rate adjustment to several cable packages at its April meeting.

“We continue to incur significant programming cost increases making it necessary to raise the rates on our starter cable service,” Chief Financial Officer Bret Carroll said.

Customers will see a \$9 increase for starter cable service in June 2017, taking the package from \$55 to \$64 per month.


The company has been able to realize some savings in its Digital Plus and HD package programming costs and will lower the rates of those packages by \$1 and \$1.50 respectively. Digital Plus will be \$13.50 and HD \$3.45.

There will also be a decrease in the HBO premium package by \$0.85 – from \$19.80 to \$18.95.

There are no changes in monthly equipment or equipment rental fees.

For additional information about Conway Corporation cable services, call 501-450-6000 or visit conwaycorp.com

Lineup changes

NBCUniversal has announced they are discontinuing the delivery of Esquire on July 1, 2017 and Universal HD service as of July 15, 2017. As a result, these networks currently carried on Digital Plus channel 107 and HD channel 508 will no longer be available to Conway Corp customers. 

Energy Smart Builder of the Year named

Conway Corp has named Watson and Watson Construction the 2016 Energy Smart Builder of the Year for their dedication to building energy-efficient homes in the Conway community.

Conway Corp has recognized more than 50 homes built by Watson and Watson Construction as being Energy Smart since 2009. Watson and Watson have 21 homes that will meet Energy Smart standards planned for construction in 2017.


“Watson and Watson Construction has been committed to building homes that meet or exceed Conway Corp Energy Smart criteria since the Energy Smart New Home program was developed in 2009,” Conway Corp Major Accounts and Energy Efficiency Manager David Avra said.

Energy Smart specifications are based on the United States Department of Energy recommendations. Energy Smart homes can save 20 to

30 percent energy use over a standard built home thanks to a variety of energy-efficient features including insulation, high-performance windows, tight ducts and efficient heating and cooling equipment.

Watson and Watson Construction is a partnership between brothers Tom and Kevin Watson along with Tom’s wife Cindy and Kevin’s wife Michelle. The Watson brothers grew up working after school and during the summers for their father building homes.

“It’s important for us to stay current with innovations in the industry to build Energy Smart homes,” Tom Watson said. “We work with Conway Corp and other local vendors and suppliers ready to assist with the best options in an Energy Smart home,” added Kevin Watson.

To learn more about Conway Corp’s Energy Smart program, visit conwaycorp.com/energysmart 



Conway Corp Major Accounts and Energy Efficiency Manager David Avra recently presented Tom Watson and Kevin Watson with the 2016 Energy Smart Builder of the Year award.

David Bradley retires after 39 years of service

David Bradley was working with a construction crew framing a house on Hutto Street in Creekwood Subdivision in 1978, when former neighbor Dale Norman stopped to say hello.

“Dale was water department superintendent at Conway Corp, and I asked him if they were hiring. He came back a few days later and told me to come see him.”

Thirty-nine years later, Bradley retired from Conway Corp on March 31.

Bradley spent his first four years with the company working in water distribution and collection.

“I operated a backhoe, was on a construction crew, ran smoke testing crew, changed meters – a little bit of everything,” Bradley said.

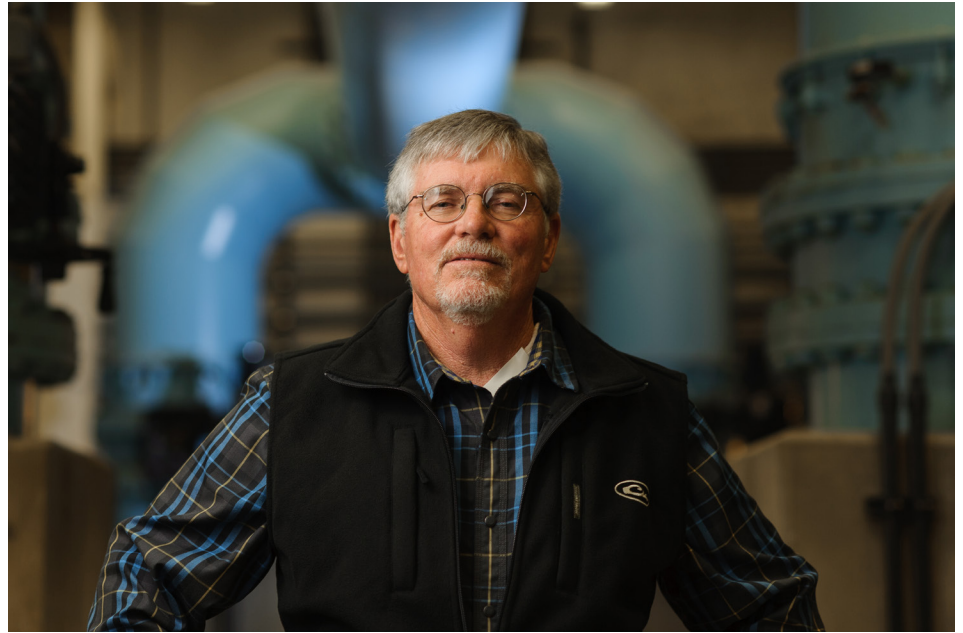
In 1982, he was promoted to the Plant Superintendent for the Stone Dam Wastewater Treatment Plant. He would spend the next 14 years in that position.

“When I started at Stone Dam it was our only wastewater plant,” he said. “While I was there, we built Tucker Creek and I got to help with that project and to help with a new lab expansion at Stone Dam.”

In 1996, Norman announced his retirement, and Bradley was named to replace him as Manager, Water Systems.

In his role as water systems manager, Bradley has spent 21 years overseeing the operations of water and wastewater systems including the water and wastewater plants and Conway’s water source, Brewer Lake.

The city of Conway has experienced a lot of growth during that time which led to projects to keep pace with that growth including increasing capacity at the Roger Q Mills water treatment plant, modifying intake at Brewer Lake to raise the lake levels and the construction of the Tupelo Bayou wastewater treatment plant.



David Bradley recently retired from Conway Corp. Bradley was in the Conway Corp water department for 39 years, 21 of those as the department manager.

As Bradley looks to retirement, he has plans for more time at the lake and exploring new ATV trails. He also notes that his wife and daughters have some projects they’d like to see him get to work on.

“I’m a real good piddler,” Bradley said. “I’m good at killing time, so I’m looking forward to that.”

Bradley is looking forward to the down time that will come with retirement but said he will also miss his Conway Corp family.

“I’m glad that someone else will be taking after hour calls,” Bradley said. “But I will miss the people and the challenges. I like figuring things out – I’m sure I’ll still be figuring things out, but there were challenges with day-to-day water operations, and I have enjoyed that.”

“There are good people in water systems. They know what needs to be done, and they always do it. I will miss being with them.”

Tedford promoted to Water Systems Manager



Lee Tedford
Manager, Water Systems

Lee Tedford has been promoted to Water Systems Manager effective April 1, 2017.

As Water Systems Manager, Tedford is responsible for overseeing the operations of the company’s water and wastewater systems including the water and wastewater plants and Conway’s water source, Brewer Lake.

“I’m confident Lee will do an exceptional job in his new role,” Chief Operating Officer Tommy Shackelford said. “Conway Corp was fortunate to have someone with Lee’s ability, talent and character to step in and replace a valuable employee such as retiring manager David Bradley.”

Tedford was hired in August 2010 and was a water systems engineer before being named Water Systems Assistant Manager in December 2016.

Board names Carroll as CEO



Bret Carroll

Conway Corp has named Bret Carroll as Chief Executive Officer to replace current CEO Richard Arnold who will retire May 31.

Carroll currently serves as the company's chief financial officer. Carroll will be the sixth person to lead the organization in its 88-year history.

"Conway Corp and the services they provide are vital to the community," Board Chair Johnny Adams said. "Richie and his predecessors have provided excellent leadership for Conway Corp and our community over the years. We are confident that Bret will continue that strong leadership tradition."

The board of directors worked with a nationwide executive search firm to manage the hiring process after Arnold announced his upcoming retirement.

"The search firm brought us a field of highly qualified candidates," Adams said. "Bret has painted a vision for Conway Corp's continued position as an innovative company deeply invested

and providing exceptional service to our community. We are excited to work with Bret as we continue to provide excellent service and enhance the quality of life in our community."

Carroll holds a BBA in Accounting and an MBA in Finance from the University of Central Arkansas.

He is recognized by the American Public Power Association as a Certified Public Power Manager and serves on the board of directors for the Mid-America Cable and Telecommunication Association and as chairman of the Arkansas Municipal Power Association Accounting, Finance and Customer Service group.

"I am honored that the board of directors has named me to the CEO position," Carroll said. "I understand the standard of excellence that has been set by those who have held this role previously. Conway Corp has a rich history of impact in our community and I am excited to lead and continue to provide the community with the reliable and innovative services our customers have come to expect."

Carroll will take his position as CEO on June 1.



Conway Corp Board of Directors elects Tom Courtway

The Conway Corp Board of Directors recently elected Tom Courtway to serve a seven-year term beginning May 8, 2017.

Courtway recently retired as president for the University of Central Arkansas. Courtway previously served on the Conway Corp board of directors from 2001-2008.

"For almost ninety years, Conway Corp has been an entity that has made Conway what it really is, and through effective leadership, it has led the way in all of the many good things that have happened here," Courtway said.

"Conway Corp has produced remarkable saving and service for Conway's residents, and I look forward to serving

another term with the board of directors," Courtway added.

Courtway graduated from Conway High School in 1971 and received a B.A. in economics and business from Hendrix College, a J.D. with honors from the University of Arkansas School of Law and a M.L.T. from Georgetown University.

Courtway and his wife, Melissa, have four adult sons and two grandchildren.

The board elects one director annually to serve a seven-year term. Other board members are Bo Conner, Lindsay Henderson, Ray Kordsmeier, Greg Murry, Brad Teague and Bob Whitehouse. Courtway replaces Johnny Adams, whose term ended on May 8, 2017.



continued from page 1

Arnold retirement

security services in 2016.

Planning and forecasting to meet the growing and changing needs of customers in all the service Conway Corp provides, Arnold has also provided leadership in continuing the company's tradition to support education. Conway Corp was founded in 1929 when the city faced the possibility of losing Hendrix College and Central Baptist College. At that time, Conway Corp was given the lease on Conway's electric system. Bonds in the amount of \$215,000 were issued and given to each of Conway's three colleges, along with the public and parochial schools.

During Arnold's tenure as CEO, Conway Corp has established endowed scholarships at Central Baptist College, Hendrix and University of Central Arkansas. The UCA scholarship is named for Arnold.

The company has also made investments on each of the campuses, most recently a \$3 million pledge for the construction of the Conway Corp Center for Sciences at UCA.

In 2013, Conway Corp pledged a \$440,000 gift over four years to endow the Conway Public Schools Teacher of the Year award and to support Teacher Impact Grants presented by the Conway Public School Foundation. Arnold was inducted into the foundation's hall of honor in 2016.

"In 1929, Conway leaders built something special," Arnold said. "It is a framework that has benefitted our community over and over again through the 88 years that have followed. I am proud to be part of that history and to have worked with people who are dedicated to preserving the rich history set up by those early leaders."



THOUGHTS ON PAPER

This marks my last “Thoughts” article as I am retiring on May 31 after nearly 39 years, the last 19 as CEO. It has been a rewarding career. Throughout, I was partnered with extraordinary people doing important work in a community that I love. What a blessing!

I’m not going to list “accomplishments” or take credit for such during my tenure for it has been a true team effort. What I am most proud of is the quality of the people we employ to serve you. In our mission statement, we talk of “exceeding expectations.” Our employees take that to heart. It was that way when I was hired in 1978 and I am proud that it remains so today. It is our culture.

We serve an amazing community. Conway is special. I recognized that in 1978, even though it was less than one-third its current population. From my study of Conway’s history and per-

sonal experience, I believe Conway has always been progressive. Why is that? Why here? Is it geography, economy or something else altogether?

My belief is that Conway succeeds because of its people. I see optimism and a “can-do” spirit here like nowhere else. That spirit manifests in exceptional leadership and mentorship. Personally, I benefitted greatly from working closely with James H. Brewer, William M. Hegeman, Roger Q Mills and many others during my career at Conway Corp. Moreover, Conway’s business, political and educational leadership have always invested their time and talents in developing the next generation.

As I part, I am confident that Conway Corp will continue to provide excellent service and enhance the quality



of life for generations to come. My confidence stems from our people. They care about you. My successor, Bret Carroll, is absolutely committed to our mission, our customers, this community and our employees. Under his leadership, the future is indeed bright!

Richard Arnold
Chief Executive Officer

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