



# CONNECTED

Conway Corp Newsletter

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*Powering Conway since 1929.*



## Conway Corp recognizes five recent retirees

With a combined 173 years of service, Mahar, Plant, Snyder, Heintzen and Johnson all recently retired from Conway Corp. | **P. 2**



## Conway Corp Recognizes Outstanding Employees

Conway Corp is proud to honor outstanding employees for their exemplary performance. | **P. 3**



## Energy Smart contest winners announced

Conway Corp proudly announces the student winners of the Energy Smart annual competition. | **P. 4**

# DOWNTOWN UPDATES



Conway Corp is working in partnership with the City of Conway Transportation Department and Chamber of Commerce Downtown Partnership to coordinate utility upgrades to the Markham Street corridor.

Conway Corp crews have been working downtown to upgrade infrastructure as a part of the city's downtown beautification project.



(501) 450-6000

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# CONWAY CORP HONORS RETIREES



**Steve Mahar**  
*Water Plant Operator*  
45 YEARS OF SERVICE

Mahar was hired in July 1973 and has spent his career overseeing the water treatment plant and providing safe, clean drinking water to the residents of Conway. Both Steve's grandfather, Faber Padgett, and his father, JC Mahar, worked in the power plant. His daughter, Laura Frizzell, works for Conway Corp as an accounting technician.



**Steve Snyder**  
*Senior Lineman*  
42 YEARS OF SERVICE

Snyder began working for Conway Corp in the lineman apprentice program in November 1976. During his time with the company, he progressed from apprentice lineman to journeyman lineman to journeyman lineman/serviceman. In 2013, Snyder was promoted to Senior Lineman.



**Steve Plant**  
*Safety Director*  
40 YEARS OF SERVICE

Plant joined Conway Corp as part of the lineman apprentice program in December 1978. After several promotions, Plant moved to the position of Safety Director for the company in 2002. He has provided expertise and direction in coordinating safety practices, activities and concerns for Conway Corp.



**Linda Johnson**  
*Ad Sales and Local Programming Manager*  
27 YEARS OF SERVICE

Johnson was hired in February 1991 as communications coordinator. In 1999 Linda was named Communications/ Ad Sales Manager and was promoted in 2008 to Ad Sales, Communications and Marketing Manager. Her title changed to Ad Sales and Local Programming Manager in 2010.



**George Heintzen**  
*Power Supply/ Major Accounts Director*  
19 YEARS OF SERVICE

Heintzen was hired in November 1999 as the director of the newly created major accounts department. In June 2005, his duties were expanded, and he was promoted to Director of Power Supply and Major Accounts.

## CABLE PRIVACY NOTICE

The Federal Cable Communications Act [47 U.S.C. 551] contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators. In accordance with those provisions, Conway Corp collects and maintains personally identifiable information concerning customers. That information includes, among other things, your name, address, phone number, billing records, service maintenance and repair records, subscriber selection subscription information, marketing information and customer complaints.

Personally identifiable information is generally used for the normal business purpose of offering and rendering cable television service and other services to you. Some persons have access to such information, when necessary, in connection with our business or when otherwise desirable. Access may be on a day-to-day basis. Those people who have access include cable system employees, businesses which provide services to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable, program services which will periodically audit subscription information. The cable system will not maintain such information after it is

no longer necessary for carrying on our business.

As a customer, you may review any personal information held by us which pertains to you if you give us a reasonable period of time to locate and, if necessary, prepare information for review. Preparation is sometimes necessary to avoid disclosure of information relating to other customers. If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our 650 Locust Street office. You may request correction of any errors in personal information which we collect and maintain pertaining to you. Federal law prohibits collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

To the extent that we are permitted to collect personally identifiable information, we are permitted to disclose such information only to the extent necessary to conduct our business. Conway Corp does not disclose your name and address for non-cable service related mailing lists. Conway Corp is permitted to contact you regarding cable television services. We may do this directly or contract with an outside company to do this solely for the benefit of Conway Corp. If you do not wish to be contacted even in limited

situations described above, or if you wish to limit the circumstances in which we will disclose it, please obtain, fill out and return a no contact form from our Prairie Street office.

Except as indicated in the preceding paragraph, we may not disclose personally identifiable information without your consent, unless we are required to do so by court order. If we are served with a court order requiring disclosure of personally identifiable information concerning a customer, we will inform the customer before any information is released. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the cable system concerning a cable customer. The customer must be given an opportunity to consent to issuance for such an order. A governmental entity may, however, be given information authorized under titles 119, 121 or 206 of Title 18 (U.S.C.) but shall not include subscriber selection of video programming.

Any person aggrieved by an act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.

# OUTSTANDING CONWAY CORP EMPLOYEES RECOGNIZED

Conway Corp recently honored Customer Service Specialist Tracy Ferrell, Senior Customer Accounts Specialist Brittney McCaig, Damage Prevention & Recovery Supervisor Jim Lawrence and Lead Meter Reader Stan Stewart with awards for their exemplary work performance.

Ferrell and McCaig both received the company's annual Customer Service Award. They were each nominated by fellow coworkers for going above and beyond their job duties.

A coworker of Ferrell's said she "proactively seeks out extra work and volunteers to help out with any special projects that need to be completed as well as changes up her work schedule if needed to accommodate customer demand."

McCaig was nominated by one employee stating, "Brittney is called upon multiple times during the day to provide assistance. She not only gets the job done, but she does so quickly and efficiently."

Stewart received the Safety Leadership Award. He was nominated by a co-worker who said, "Stan always has safety in mind while going from meter to meter encountering different terrain, locked gates, dogs and even snakes!"

Lawrence was the first ever winner of the Tower of Excellence Award. This new award recognizes an employee who has made a significant impact on Conway Corp through outstanding dedication and exceptional job performance.

In Lawrence's nomination, a co-worker said, "Jim is dedicated to making sure the company objectives are met while maintaining a balance of helping the customer thoroughly. He always has a positive point of view and is able to handle difficult situations with ease."

Conway Corp is dedicated to exceeding customers' expectations through the exceptional work of employees and recognizes employees annually for their individual dedication to the mission of the company through the annual awards.

"We are extremely proud of our employees and want to recognize those who continue to exceed customer expectations," Conway Corp CEO Bret Carroll said. "The peer nominations submitted make these awards even more meaningful."



**Jim Lawrence**  
*Damage Prevention & Recovery Supervisor*  
*Tower of Excellence Award*



**Stan Stewart**  
*Lead Meter Reader*  
*Safety Leadership Award*



**Tracy Ferrell**  
*Customer Service Specialist*  
*Customer Service Award*

**Brittney McCaig**  
*Senior Customer Accounts Specialist*  
*Customer Service Award*

## CONWAY CORP ACCEPTING NOMINATIONS FOR BOARD OF DIRECTORS

Conway Corp is now accepting nominations for board membership. The Conway Corp Board of Directors elects one new member annually to serve a seven-year term. Nominees will be considered for the term beginning on May 8, 2019.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2019. Nominations should be submitted in writing and include the following information:

- (1) the name and address of person making nomination;
- (2) name and address of nominee;
- (3) personal background information, qualifications, and the reason(s) the nominee wishes to be considered; and
- (4) signatures of nominee and nominator, if different.

Nominees must be a Conway citizen and willing to serve the community without compensation, philosophically in tune with municipal ownership of utility systems, free of conflicts of interest, and firmly established in Conway.

Information included in all applications will become public information.

# CONWAY CORP NAMES ENERGY SMART CONTEST WINNERS



Conway Corp recently announced the winners of the annual Energy Smart poster, essay and video contest. Students in grades PreK through fourth were asked to create a poster based on the theme “My Life, Powered by Conway Corp.” Students in fifth through seventh grade and eighth through 12th grade were asked to write an essay or create a video on the same theme. Prizes were awarded in each age category.

Marguerite Vann Elementary second-grader Hayes McClurkin won first place in the poster contest. Hayes won a Conway Corp prize pack, an Energy Smart pizza party for his classroom and \$100 donation for his classroom. Anna Mason won second place, and Lailah Berry won third place. Anna is a fourth-grader at Woodrow Cummins Elementary. Lailah is in kindergarten at Conway Christian School. Anna and Lailah each won Conway Corp prize packs.

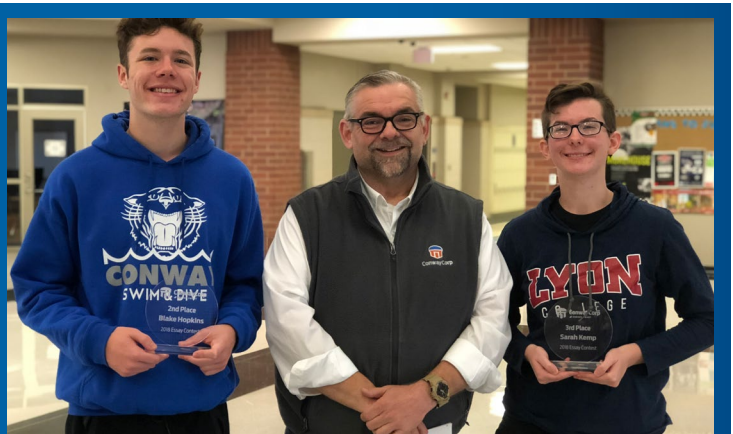
In the digital video category, Bo Cunningham won first place, and Marshall Cunningham won second place. Both students attend Conway Christian High School and won cash prizes. Their videos can be viewed at [ConwayCorp.com/EnergySmartContest](http://ConwayCorp.com/EnergySmartContest).

In the fifth through seventh grade essay category, Octavio Menon won first place for her essay “From India to Conway Corp.” Colton Makara won second place for his “Lives Powered by Conway Corp” essay, and Ethan Elrod won third place for his “The Power of Conway Corp” essay. Octavio is a sixth-grader at Simon Middle School. Colton is in fifth grade at Carl Stuart Middle School, and Ethan is a sixth-grader at Courtway Middle School.

“Conway Corp: Makers of a Modern Age” by Marshall Cunningham won first place in the eighth through 12th grade essay category. “Every Day in Every Way, Conway Corp” by Blake Hopkins received second place, and “The Power of a Closet Light” by Sarah Kemp received third place. Marshall is in 11th grade at Conway Christian School. Blake and Sarah are both seniors at Conway High School.

Students in the essay contest won cash prizes.

**CONGRATULATIONS TO ALL THE WINNERS OF THE 2018 ENERGY SMART POSTER, ESSAY AND VIDEO CONTEST, AND THANK YOU TO ALL STUDENTS WHO SUBMITTED AN ENTRY. CONWAY CORP IS PROUD OF THESE STUDENTS WHO CONTINUE TO REMIND US HOW INTEGRAL CONWAY CORP IS TO OUR DAILY LIVES.**



# KEEPING CONNECTIONS

## A MESSAGE FROM THE CEO

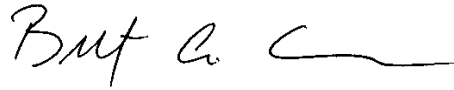
In Spring 2018, some Conway Corp customers experienced a change in their water's taste and odor. To determine a course of action to address these issues, Conway Corp began a water quality study. Through partnerships with Garver Engineers, Arizona State University and the University of Central Arkansas, Conway Corp conducted a bench scale study to analyze the chemicals in our drinking water treatment.

In previous years when taste and odor issues were a possibility, we began increasing our carbon treatment. Through this study, we discovered moving the carbon intake from the treatment plant to the source will help alleviate the taste and odor issues.

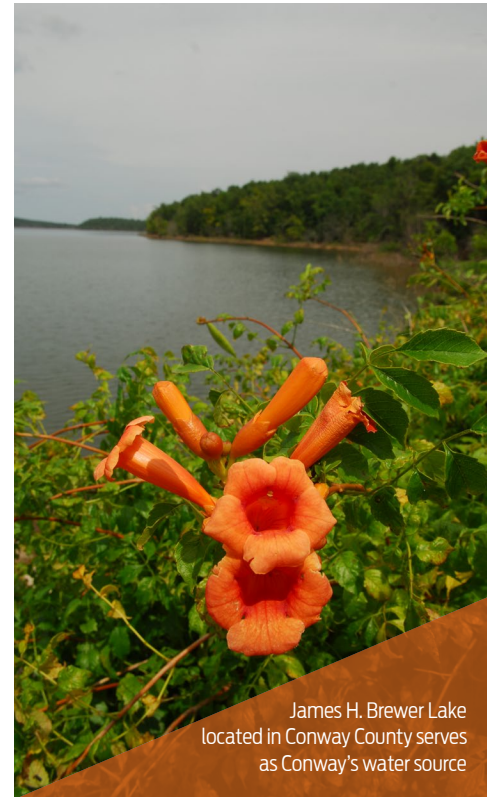
Our engineering teams are beginning to design the construction that will move the intake to James H. Brewer Lake, and we anticipate construction will be complete in early 2020. In the meantime, we are looking for an interim solution that would allow us to move intake to the lake this year.

Anything from lake turnover to algae growth can affect the taste and odor of our drinking water, and we have actively been working to reverse these issues since they were first reported. In addition to our water quality study, Conway Corp has dedicated time to working on forest management practices to help reduce the amount of organic growth that washes into Brewer Lake.

At Conway Corp, we work hard to provide safe, reliable, environmentally sound resources to our customers. We are optimistic that the results of this study and our course of action will allow us to continue to provide clean, safe drinking water for the city of Conway.



**Bret Carroll**  
Conway Corp  
Chief Executive Officer



James H. Brewer Lake  
located in Conway County serves  
as Conway's water source

## CHAPMAN & VAN PELT EARN PROMOTIONS

Conway Corp recently announced the promotions of Michael Chapman to Director, Power Supply/Major Accounts and Tony Van Pelt to Director, Safety and Emergency Management.



**Michael Chapman**  
*Director, Power Supply/  
Major Accounts*

In Michael's new role, he will lead the Power Supply/Major Accounts department while accurately predicting wholesale and retail market costs, developing forward curve projection models and analyzing impacts to power costs.

"Michael Chapman brings a wealth of knowledge and experience to his new role and has been a great asset to Conway Corp over the years," Conway Corp CEO Bret Carroll said.

Michael recently celebrated 13 years of service with Conway Corp. He was hired in 2005 as a Land Acquisition Coordinator and promoted to Major Accounts Manager in 2006. In 2014 he was promoted to Power Supply Manager and again in 2016 to Power Supply/Major Accounts Assistant Director.



**Tony Van Pelt**  
*Director, Safety and  
Emergency Management*

In Tony's new role, he will evaluate work environments and provide direction in safety practices, procedures and activities to prevent workplace injuries. He will also coordinate utility operations within the community during emergencies.

"Throughout his long career with Conway Corp, Tony has demonstrated a willingness and desire to perform his duties with excellence and integrity," Chief Financial Officer Tracy Moore said. "I believe our Safety Department will be the beneficiary of Tony's strong work ethic and will become a department to be emulated by other utilities throughout our region."

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