



# ALWAYS ON *for* CONWAY



2022 CONWAY CORP ANNUAL REPORT



**JOURNEYMAN LINEMAN JEREMY DOUGLAS  
AND UNDERGROUND SERVICE TECHNICIAN 2 HUEY KING**





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**WATER SYSTEMS SENIOR FOREMEN  
FRANK FASON AND CHAD HOGAN**

# ALWAYS ON *for* INNOVATION

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In 2022, Conway Corp started, made progress on and completed several groundbreaking projects. From solar farms to infrastructure updates to helping our neighbors get fresh, clean water, our teams are constantly on the cutting edge of utility and telecommunication services.

# HAPPY SOLAR GROUNDBREAKING



## Conway Corp is committed to providing environmentally-sound utilities, which is why we're constantly looking for ways to diversify our portfolio with renewable energy.

In April 2020, we announced a 20-year purchase power agreement with Lightsource bp for the development of a 132-megawatt solar project – Conway Solar at Happy – located in White County.

Lightsource bp is working to help drive the world's transition to low carbon energy through competitively priced and sustainable electricity. Lightsource bp will finance, build, own and operate the solar farm, then sell 100 percent of the electricity it generates to Conway Corp under a long-term fixed-rate purchase agreement.

The new solar farm – located on 700 acres near Happy, Arkansas – will supply clean energy to Conway Corp customers and is expected to generate enough electricity to power 21,400 homes each year. It will also help reduce the city's carbon footprint by the equivalent of CO<sub>2</sub> emissions from 35,400 fuel-burning cars annually.

“Our mission is to provide safe, affordable, reliable, innovative and environmentally sound service to our customers,” CEO Bret Carroll said. “This solar project checks all those boxes. It is a project that will have a lasting impact on our community, and we look forward to working with Lightsource bp to deliver more renewable energy to our customers.”

The farm will have more than 300,000 solar photovoltaic modules on single-axis trackers to maximize energy collection.

In addition to providing renewable energy, Conway Solar at Happy is helping local communities in Arkansas by contributing property tax revenue over the project life that will benefit local schools, developing a site-specific long-term land management plan that will optimize environmental benefits of the project and creating 200 local jobs during construction of the project.

We are also partnering with Lightsource bp and the Arkansas Monarch Conservation Partnership to foster biodiversity and increase wildlife populations through proper planning and land management. Solar projects planted with pollinator habitat can help increase local agricultural yields through increased pollination and other beneficial insect services. Once built, a solar farm is a secure site with little disturbance from humans or machinery for decades. This gives the land a recovery period, increasing future soil quality and land value.

Conway Solar at Happy is expected to be fully operational by mid-2023.

**PROJECT CAPACITY** **132**  
MEGAWATTS (DC)

**ELECTRICITY PRODUCTION** **235,000**  
MEGAWATT-HOURS (YEAR 1 GENERATION)

**CAPITAL INVESTMENT** **\$125**  
MILLION BY LIGHTSOURCE BP AND PROJECT INVESTORS

**SOLAR PANELS** **300,000+**  
INSTALLED ON APPROXIMATELY 700 ACRES OF LAND

**HOMES POWERED** **21,400**  
ANNUALLY

**ABATED GREENHOUSE GAS EMISSIONS** **166,150**  
METRIC TONS

**FUEL-BURNING CARS TAKEN OFF ROAD** **35,400**  
(EQUIVALENT)

**LOCAL JOBS CREATED** **200**

**ADVANCED TECHNOLOGY** **300,000**  
PHOTOVOLTAIC MODULES ON SINGLE-AXIS TRACKERS TO MAXIMIZE ENERGY COLLECTION

# UTILITY INFRASTRUCTURE AND STREET PROJECTS



**Conway Corp spent 2022 focused on investing in infrastructure and capital improvements to support the city's street improvement plans.**

Electric, cable and water department crews helped pave the way for a brighter future by working along Donaghey Avenue to move power lines and replace water and sewer mains in preparation of the city's road construction in that area. Phase 1 of the project was completed in 2020, and crews completed phase 2 in 2022.

Crews also worked downtown, upgrading water and telecom infrastructure while moving overhead electric to underground along Court Street.

# BUSINESS SOLUTIONS PRODUCT LAUNCHES



**New technology capabilities are essential to maintaining the service our customers expect.**

Our business customers depend on us for the success of their business, and we take that very seriously. In 2022, we listened to customer feedback and launched ConwayCorpTV for business in addition to expanding our commercial security offerings to include multiple surveillance-only packages.



# ARNOLD INNOVATION CENTER

**The Arnold Innovation Center officially opened its doors in September 2022 in downtown Conway. Powered by Conway Corp, the workspace is named after former Conway Corp CEO Richard Arnold and is a destination for entrepreneurs to connect with one another while having access to necessary resources to create, launch and grow businesses.**



ARNOLD  
INNOVATION  
CENTER

"The innovation center is the epicenter of Conway's startup community," Conway Corp CEO Bret Carroll said. "This is an ideal location from an historic and technological standpoint. It's in the heart of the Data District and just a few steps from where, almost 150 years ago, Conway's original startups were launched."

Renovations began on the Arnold Innovation Center located downtown in the old Conway City Hall building in 2021. The building is less than a block from the site of Conway Station, from which the city emerged in the late 1800s. It was built for First State Bank and opened in August 1960 before becoming Conway City Hall in 1986.

The Arnold Innovation Center includes coworking space, office suites and seminar facilities. The space is managed by the Conductor and includes work and meeting space, high-speed fiber internet, collaboration with other early-stage companies, networking events and access to direct small business support.

## LOWER RIDGE ROAD WATER PROJECT



**Conway Corp is extending city water mains along Lower Ridge Road to serve nearly 150 citizens in the county thanks to a joint project between Conway Corp, the City of Conway and Faulkner County that was approved in 2022.**

The area, northeast of Conway, is not currently served with potable water. Residents complain of poor water quality, contamination and aesthetic problems of color, taste and odor. Testing performed in the area found that 73 percent of wells tested were positive for coliform bacteria.

Current infrastructure is in place to allow Conway Corp to extend water mains without undue capital expenses in order to provide reliable drinking water to the residents who are currently served by potentially unsafe and inconsistent well-water systems.

The Faulkner County Quorum Court voted to help fund the project with \$1.57 million from the American Recovery Plan – a one-time federal program that awarded \$24 million to Faulkner County to complete infrastructure projects throughout the county.

# LIGHT UP NAVAJO

**No lights. No refrigerators or microwaves. No TVs, computers or cell phone chargers. No modern conveniences at all. That's how more than 15,000 families live on the rural Navajo Nation without access to electricity.**

But in 2022, thanks in part to Conway Corp employees, the lights went on in 300 Navajo homes during a joint effort between the American Public Power Association and the Navajo Tribal Utility Authority to extend power lines and bring electricity to families on the Navajo Nation. Conway Corp originally sent a crew to help with the Light Up Navajo project in 2019, and after a two-year hiatus due to Covid-19, crews were excited to return to the reservation in April 2022.

The crew – consisting of Senior Lineman Jake Ballard, Linemen Jeremy Douglas and Lance Heer and Underground Service Technicians Huey King and Gordon Valentine – left Conway in early April and made the two-day trip to the Navajo Nation, the largest Native American territory in the United States.

The territory, slightly larger than West Virginia, sprawls across the adjoining corners of Arizona, New Mexico and Utah. Roughly 300,000 people live on the reservation at any given time, many without electricity. They represent 70 percent of all U.S. households without electricity.

To expedite electrification projects, the American Public Power Association is partnering with the Navajo Tribal Utility Authority on a mutual aid project to Light Up Navajo. Conway Corp is among more than a



dozen public power utilities from across the nation to participate in the project.

**“It’s very humbling,” Underground Service Technician Gordon Valentine said. “I think we’re a little spoiled. I’m getting old and I see people older than me getting electricity for the first time. It’s very rewarding. It’s just humbling. That’s all I can say.”**

Density averages 4.2 houses per square mile, but many are spread farther apart, making the work of installing utility poles and stringing wire more labor-intensive and time-consuming. Just driving between the secluded worksites could take two or more hours, sometimes to service just a single home.



In addition to time and labor, electrifying one household is expensive. Each house, on average, requires one transformer, 0.6 miles of wire, nine poles, 16 insulators and two arrestors to connect to the electric grid. That's more than \$5,500 per home. In comparison, many more homes in Conway could be energized with the same work and materials.

Hooking up the remaining 15,000 homes would tally around \$1 billion including new infrastructure — which underscores just how valuable the donated labor is. Homes have been without power for so long because it's a costly process that no investor-owned utility was willing to finance.

Conway Corp crew members worked 14-16 hours a day while on the reservation. At the end of their week, they helped bring power to seven additional homes, including that of Aliza Wood.

**“It felt amazing,” Aliza said when she flipped the power switch for the first time. “I was like a little kid just filled with excitement. I can see this. I can do this. I can cook this. It just opened up the world basically.”**

Some families, like Shirley Chee's, had been waiting more than 30 years to receive power.

**“I wish my mom and dad would have seen the lights turn on,” Shirley said. “Me and my sister were just crying, saying, ‘Oh, mom and dad, look at the lights. Look at the porch lights. They are all on.’ We were just sitting there crying. It’s just so wonderful. We never thought this was going to happen. It felt like the greatest thing that ever happened to me.”**



**Journeyman Lineman Jeremy Douglas with Underground Service Technician 2 Huey King and Journeyman Lineman Lance Heer**



Conway Corp Lineman Jeremy Douglas said he volunteered for the project because he wanted to help families like the Chees.

**“It was a very humbling experience to see how these families have been living without power when it’s something we take for granted,” Jeremy said. “It was hard work, but at the end of the day when we got to install their meter and flip a switch — that’s what made it worth it. Helping get power on for people who have never had it before.”**

As their time on the reservation came to an end, a special dinner was held in appreciation of the team of five from Conway. The event included a slide show, speeches, a native prayer and lots of tears — all as a way to say thank you.

**“We are so grateful that outside communities are sending their electric crews to help,” Navajo Tribal Utility Authority General Manager Walter Haase said. “This project made not only a positive life-changing**

**impact on our families, but it also left a powerful impression on the lineworkers and their communities who proudly volunteer their services. In my opinion, the more important thing than these people getting electricity was that they got to see that other American people cared enough about them to stop what they were doing in their lives and come help.”**

The 2022 Light Up Navajo initiative began April 3 and lasted 11 weeks. The goal was to connect 300 families' homes to the grid for the first time. Crews were helping connect homes to electricity as well as creating a foundation for additional infrastructure on the Navajo Nation, including broadband and water services.

**“I know many of you left your families to help empower families here on the Navajo Nation,” Jonathan Nez, president of the Navajo Nation, said. “On behalf of the Navajo people and all the families you have connected to the grid, thank you. We appreciate you.”**

# MUTUAL AID

## When disaster strikes, Conway Corp is always proud to help our neighbors in need – across the state or across the country.

The devastation caused by Hurricane Ian in September 2022 left more than 2.6 million homes and businesses in Florida without power, impacting more than 212,000 public power customers. We sent a crew to Florida with more than 100 other public power utilities as part of a coordinated mutual aid effort to help with restoration.

Apprentice Lineman Blake Henderson, Journeyman Lineman Paul Langley, Senior Lineman Travis Lauer, Groundman Ivan Robinson and Apprentice Lineman Kolt Weatherley traveled to Orlando and worked 16-hour days to help restore power to the area along with more than 650 lineworkers from 19 different states.

In July, we also sent crews to Paris, Arkansas, after the city's electric system was severely damaged by straight-line winds and tornadoes. The storm caused trees and power lines to fall across the city, leading to electric outages for the majority of residents.

Storms like Hurricane Ian and the ones closer to home remind us just how important public power is. When public power communities need help, we rally behind them just like they would for us. Should we have a widespread outage, crews from Florida and other states are ready to assist us in getting the lights back on. Public power means keeping the lights on for our friends and neighbors – across the street or across the country – and we're proud to be a part of the public power community.



Groundman Ivan Robinson, Apprentice Lineman Kolt Weatherley, Senior Lineman Travis Lauer, Journeyman Lineman Paul Langley and Apprentice Lineman Blake Henderson

*I had the privilege to respond with a small crew to Orlando following the request from Orlando Utilities Commission for mutual aid in the wake of Hurricane Ian.*

*During the three plus days we were a part of the restoration effort there, I and my team had the fortune and pleasure of working with and alongside your crew from Conway Corp.*

*The professionalism and solid work ethic we witnessed from the crew of Ivan Robinson, Blake Henderson, Kolt Weatherley and Paul Langley was evenly matched by the attentive leadership of Travis Lauer.*

*These attributes, combined with an excellent regard for safety and respect, really set this crew apart as outstanding, and for these reasons, they were easily and quickly trusted, which is to say, no small feat.*

*Respectfully,*

*Troy Woutzke,*

*Electric Superintendent,  
City of Odessa, Missouri*

# BROADBAND UPGRADES



In late 2020, Conway Corp began efforts to upgrade the existing outside plant for Docsis 3.1 capability. The upgrades allowed for more channels in the upstream and an overall better experience for customers in the system – it's the equivalent of adding another lane for traffic from Conway to Little Rock on the interstate.

Thanks to that work, we were able to update internet packages in January 2022 to offer higher upload and download speeds for both residential and commercial customers while decreasing the package cost in most cases. Our Broadband 100 package decreased \$30/month, and we also launched a residential 2 Gig service to meet the needs of those customers who are continuing to work from home or need more bandwidth. Commercial customers saw their speeds also increase, with some packages more than doubling with no price change.

The new speeds underscore our commitment to delivering the fastest and most reliable internet service in the Conway community while providing a seamless internet experience to our customers.

In April 2022, Conway Corp celebrated 25 years of providing internet service to the community. In 1995, we began construction on a citywide cable conversion to a fiber-coax hybrid – a project cost that was estimated at \$5.6 million. Upon completion in 1997, we became the third company in the country and fifth in the world to offer high-speed broadband cable internet service. We began installing fiber in all new residential construction areas in 2021, which will allow us to continue offering reliable and innovative internet service to our customers for decades to come. Currently, we have more than 22,000 broadband subscribers across the city.

## 2022 LINE-CONSTRUCTED PROJECTS APPROX. VALUES

ELECTRIC  
OVERHEAD **14,607 ft** (2.8 MI)

ELECTRIC  
UNDERGROUND **40,840 ft** (7.7 MI)

CABLE **9,136 ft** (1.7 MI)

FIBER  
OVERHEAD **111,967 ft** (21.2 MI)

WATER **35,869 ft** (6.8 MI)

WASTEWATER **14,286 ft** (2.7 MI)

# ENERGY SMART



**HOMES**

CERTIFIED IN 2022



**LOANS  
TO DATE**

\$1,210,356 TOTAL



**ENERGY  
AUDITS**

IN 2022



**\$1,963,637**

CUSTOMER SAVINGS PER YEAR

**\$12,231,092**

ENERGY SAVINGS SINCE 2009

**\$35,041,453**

FOR LIFE OF SAVINGS MEASURES



**90,664**

METRIC TONS OF  
EMISSIONS SAVED  
SINCE 2009 —  
EQUAL TO ANNUAL  
EMISSION OF  
11,420 HOMES





**TELECOM TROUBLE TECHNICIAN 2 JAMES BUGGS,  
TELECOM BUSINESS CLASS SERVICES FOREMAN JUSTIN MOORE  
AND TELECOM CONSTRUCTION TECHNICIAN 6 JOHN SPOTTS**

# ALWAYS ON *for* PROGRESS

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We pride ourselves on having a team that goes above and beyond to power our community. But don't take it from us – take it from the many organizations that recognized their achievements in 2022.

# MID-AMERICA CABLE TELECOMMUNICATIONS ASSOCIATION – CSE AWARDS



## Twenty-six Conway Corp employees were recognized in November 2022 with Customer Service Excellence Awards during the Mid-America Cable Show held in Tulsa.

Call Center Supervisor **Lesia White** was presented with the Five Star Cable Champion Award, which recognizes outstanding achievement in leadership in a cable system.

Telecom Trouble Technician 2 **Wesley Manion** and Telecom Installer Technician 1 **Lane McNew** were recognized with Five Star awards in going the extra mile. Telecom Trouble Technician 2 **James Buggs**, Lead Telecom Trouble Technician **Brian Robinson** and Telecom Trouble Technician 2 **Jake Stewart** were honored with Four Star awards in going the extra mile.

Customer Service Specialist **Jennifer Brannon** and Business Solutions Sales Engineer **Eleise Wood Myers** were recognized with Five Star awards in the area of service.

Lead Customer Service Specialist **Eric Bell**, Senior Customer Accounts Manager **Takenya Flack**, Customer Service Specialist **Kayla Hallman**, Customer Service Specialist **Toby Hibbs**, Customer Service Specialist **Tressie Mazen**, Marketing and Communications Manager **Beth McCullough Jimmerson**, Marketing Project Coordinator and Events Specialist **Margaret**

**Smith** and Customer Service Specialist **Savannah Stephens** were all honored with Four Star awards in the area of service.

Customer Care Specialist **Michelle Hatfield**, Customer Care Specialist **Renisenb McGehee** and Customer Care Team Leader **Nicole Pizzolato** were all recognized for Five Star awards in the area of sales. Customer Care Specialist **Chelsi Benton**, Customer Care Specialist **Marilyn Boswell**, Customer Care Specialist **Neil Holman**, Senior Customer Care Specialist **Kelly Johnston**, Customer Care Specialist **Jazmine Lowery**, Customer Care Specialist **Marcelo Maldonado**, Customer Care Specialist **Karen Pryor** and Customer Care Specialist **Briana Sanders** were all honored with Four Star awards in the area of sales.

The Mid-America Cable Telecommunications Association was founded in 1958 to help telecommunication providers promote technical excellence, superior customer service, exemplary marketing and student scholarships. Members include telecommunications system operators in Arkansas, Iowa, Kansas, Missouri, Nebraska, Oklahoma and Texas.



Lesia White



Wesley Manion



Lane McNew



James Buggs



Brian Robinson



Jake Stewart



Jennifer Brannon



Eleise Wood Myers



Eric Bell



Takenya Flack



Kayla Hallman



Toby Hibbs



Tressie Mazen



Beth McCullough Jimmerson



Margaret Smith



Savannah Stephens



Michelle Hatfield



Renisenb McGehee



Nicole Pizzolato



Chelsi Benton



Marilyn Boswell



Neil Holman



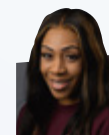
Kelly Johnston



Jazmine Lowery



Marcelo Maldonado



Karen Pryor



Briana Sanders



# MID-AMERICA CABLE TELECOMMUNICATIONS ASSOCIATION – MIDI AWARDS



## Conway Corp's Video Production and Local Programming Department won four MIDI Awards at the 2022 Mid-America Cable Show.

Conway Corp Production Coordinator **Ashtyn Brown** was honored twice for a video she produced for the Boys & Girls Club of Faulkner County. The video was selected as winner in the Community Programming: Single Program category as well as being chosen Best in Show overall.

Ashtyn was also recognized for the program "Here and There" in the Community Program: Series category along with Video Production and Local Programming Manager **Jeff Matthews**, Senior Production Coordinator **Wayne Bailey** and Production Coordinator **Javan Massey**.

Javan was named winner in the Cable Advertising: Self-Promotion category for a video she created to alert the community about scammers in Conway attempting to take advantage of customers.

The Mid-America Cable Telecommunications Association presents MIDI Awards to honor the best advertising and programming among association members in Arkansas, Kansas, Missouri, Nebraska, Oklahoma and Texas.

Conway Corp competed against similar-sized systems with 10,001-50,000 cable subscribers.



Video Production and Local Programming Manager **Jeff Matthews**, Senior Production Coordinator **Wayne Bailey** and Production Coordinators **Ashtyn Brown** and **Javan Massey**



## FAULKNER COUNTY READERS' CHOICE AWARDS

Conway Corp was recognized by the Log Cabin Democrat in their 2022 Best of Faulkner County list in both the Best Home Security and Best Overall Leadership categories.

The awards are voted on annually by Faulkner County residents, and we are honored to have been chosen by our customers as the best of the best.



# AMERICAN PUBLIC POWER EXCELLENCE IN COMMUNICATIONS AWARDS



**Conway Corp's Marketing Division was recognized with two awards by the American Public Power Association during their Excellence in Public Power Communications Awards ceremony.**

Conway Corp received the Award of Excellence in the print/digital category for its 2021 Annual Report titled "Always On." Conway Corp Marketing and Communications Manager **Beth McCullough Jimmerson** and Marketing Project Coordinator and Events Specialist **Margaret Smith** worked with advertising agency Eric Rob & Isaac to produce the campaign.

The video category saw the company honored with the Award of Merit for its "Light Up Navajo 2022" video. The video, produced by Production Coordinator **Javan Massey** and Video Production and Local Programming Manager **Jeff Matthews**, showcased Conway Corp's work in the Navajo Nation to help connect residents there who have been living without electricity.

The annual awards are designed to encourage and recognize excellence in communications. Awards were given to those who showed ingenuity and creativity in telling their stories through outstanding copy, design, financial data presentation, graphics, social media engagement, video editing, web layout and interactivity.

The awards were announced at the APPA Customer Connections Conference held in November 2022.

**"We have a great story to tell and this team works hard to clearly and creatively tell that story,"**  
Chief Executive Officer  
**Bret Carroll** said.  
**"This recognition shines a light on their work and the value it brings to Conway Corp and to public power."**

The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. It represents public power before the federal government to protect the interests of the more than 49 million people who public power utilities serve and the 93,000 people they employ. The association advocates and advises on electricity policy, technology, trends, training and operations. Members strengthen their communities by providing superior service, engaging citizens and instilling pride in community-owned power.

# CABLEFAX 100 HONOREE



**Conway Corp CEO Bret Carroll was named a Cablefax 100 Top Power Player by Cablefax Magazine.**

The publication provides coverage of business developments affecting the cable, broadband and digital markets. Cablefax's annual list salutes and ranks the most influential executives whose leadership continues to advance and elevate our industry.

In the magazine, Cablefax editors named Bret "The Solution Finder" and said his "proactive response to the pandemic didn't stop him from launching ConwayCorpTV, managing a WiFi solution with Plume or rolling out residential fiber."

Bret has been with Conway Corp for almost 25 years, serving as Chief Financial Officer prior to being named Chief Executive Officer in 2017. Conway Corp has long been recognized as an industry leader and Bret and his team are building on Conway Corp's history of providing reliable and innovative services.



## READERS' CHOICE AWARDS

**Conway Corp was chosen as a finalist for best internet provider in the 18th annual Arkansas Business Best of Business Awards.**

The finalists were chosen by thousands of business employers, employees and executives to honor companies that have proven able to best meet the unique needs of businesses and business leaders in the state.

Conway Corp was also a finalist in the home security category for AY Magazine's Best of 2022 Awards – a collection of the best of everything in Arkansas chosen by readers.

# TOWER OF EXCELLENCE AWARD



**Conway Corp honored Senior Electronics/Electrical Technician Lonnie McCoy with the company's Tower of Excellence Award.**

The award recognizes an employee who has made a significant impact on Conway Corp through outstanding dedication and exceptional job performance. Lonnie was nominated by his co-workers for going above and beyond in 2022.

“One nomination for him said, **“Lonnie is meticulous in his work, attentive to detail and firmly believes in a job well done. He shows up day or night when needed and is always ready to help. I have yet to meet a more deserving employee of this award.”**

Another nomination said, **“Lonnie's knowledge is second-to-none, and we rely on him. He will stay until the job is complete and ensure it is done right.”**

Lonnie started as an electronics technician in 1999 and was promoted to his current position in 2016.



# SAFETY LEADERSHIP AWARD



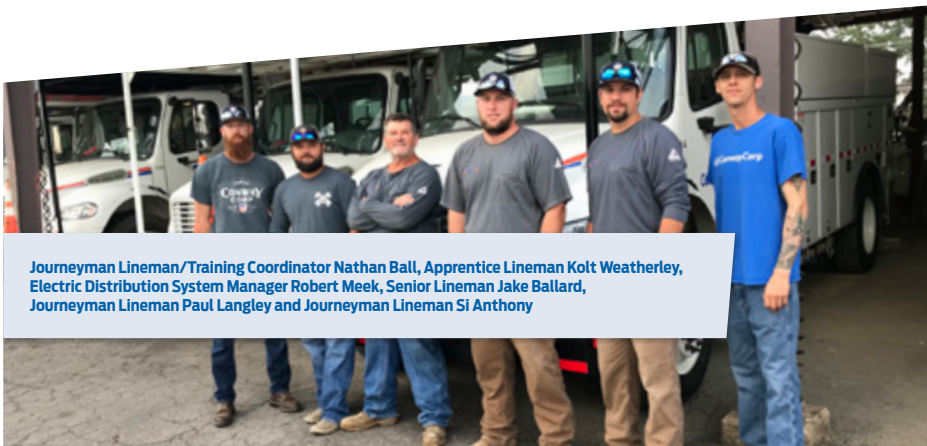
**Conway Corp is dedicated to doing things the right way, and we refuse to compromise the safety of ourselves, our co-workers or our customers.**

To honor that commitment, we recognize an employee each year for their safety efforts. This year, Senior Lineman **Jake Ballard** earned the company's annual Safety Leadership Award. Jake was nominated by his co-workers for going above and beyond his job duties in 2022.

One nomination for him said he continually keeps safety in mind for himself and others in the company.

**Jake leads his team professionally and keeps the safety of his crew and all his co-workers at the forefront of his tasks. He continually protects his crew and the public by recognizing hazards and developing new, safer processes.**

Jake was hired as a groundman in 2011 and promoted to journeyman lineman in 2017. He was promoted to senior lineman in 2019.



**Journeyman Lineman/Training Coordinator Nathan Ball, Apprentice Lineman Kolt Weatherley, Electric Distribution System Manager Robert Meek, Senior Lineman Jake Ballard, Journeyman Lineman Paul Langley and Journeyman Lineman SI Anthony**



# CUSTOMER SERVICE AWARD

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



This year, Customer Care Specialist Renisenb McGehee was honored with the Customer Service Award. Renisenb was nominated by her co-workers for going above and beyond in 2022.

One nomination for her said, "It's difficult to narrow down a single instance of excellent customer service provided by Renisenb because every interaction she has – both internal and external – are prime examples of what she does so well. She is conscientious and consistent, showing up not just for our customers with every call but also for her fellow co-workers. Her steadfast work ethic and calm demeanor have made her one of my go-to people when in need of an assist. I know she always solves issues with the customer in mind first. On top of all that, she has been pleasant and such a joy to be around from the very start – a true gem of a co-worker."

Renisenb started in the call center at Conway Corp in 2020.

# CABLEFAX MAGAZINE – REGIONAL RAINMAKER AWARD



Production Coordinator Ashtyn Brown, Senior Production Coordinator Wayne Bailey, 5 Sports hosts Tim Roach and Levi Gilbert, Production Coordinator Javan Massey and Video Production and Local Programming Manager Jeff Matthews

## Conway Corp was recognized by Cablefax Magazine as a Regional Rainmaker for Best High School Sports Programming.

Cablefax Magazine's annual Top Ops edition honors companies whose influence often spans multiple states. In addition to those honorees, this year the magazine honored individuals and companies whose influence is on the local community it serves with its inaugural list of Regional Rainmakers.

**“Nothing informs, entertains and helps develop a community like regional media,” Cablefax said.**

**“These awards showcase the professionals who are harnessing and growing that influence, enriching their neighborhoods at the same time.”**

Conway Corp has broadcast every Conway High School football game since 2001 along with broadcasting select basketball, baseball, softball and soccer games.

In addition to the live broadcasts and replays of games, Conway Corp also provides students with an opportunity to be involved in the production.

“We have high school student features included in the broadcast and employ several college students to help with production,” Conway Corp Chief Marketing Officer Crystal Kemp said. “Our founding in 1929 is rooted in our community support of education. The partnership we have formed with Conway Public Schools has strengthened our tie to the community and to our support of education.”

Watch all Conway Corp local programming on Conway Corp Channel 5 or online at [YouTube.com/ConwayCorpChannel5](https://www.youtube.com/ConwayCorpChannel5).

# LIONS CLUB MELVIN JONES FELLOWSHIP



**Voice Services Manager Chris Odom was named a Melvin Jones Fellow by the Lions Club International Foundation in recognition of his commitment to serving the world community.**

Named for the founder of Lions Clubs International, the Melvin Jones Fellowship is the foundation's highest recognition, honoring the commitment to humanitarian service. Generosity, compassion and concern for others are some of the attributes applied in making the selection for the award.

Chris received a commemorative plaque and lapel pin acknowledging his dedication to the foundation's humanitarian goals. His name will also be displayed at the Lions Club International Headquarters. As a Melvin Jones Fellow, he has also become a part of the growing network of individuals who are committed to improving the quality of life for people locally and in communities around the world.

Chris joined the Conway Noon Lions Club in 2007 and has served on the club's board of directors. He was previously awarded the Crystal Cornea Award in 2016 and the Dowell Maxey Lion of the Year Award in 2017.

# DIVERSITY IN BUSINESS LIFETIME ACHIEVEMENT AWARD



**Electric Distribution System Manager Henry Mason was honored with the Lifetime Achievement Award at the 2022 Diversity of Business Awards celebrating the individuals and organizations committed to advancing minority business enterprise.**

The Lifetime Achievement Award celebrates high standards of excellence, dedication and accomplishment over one's lifetime and is awarded to an individual who has played an integral role in the creative, technical or professional progress of business development.

With a 42-year track record in Conway's power industry, **Henry Mason** is the first African-American to be named manager of Conway Corporation's Electric Distribution System, a position he held for two years before retiring at the end of 2022.

His dedication to providing essential services to our community has been critical, but especially during Winter Storm Uri in February of 2021. To his colleagues, he is known for his calm composure in even the most challenging environments, and to his crew, his leadership style is recognized as quiet confidence.

When mutual aid is needed in other communities or states related to storm restoration, the personnel under Henry's authority were in high demand because of their abilities and work ethic which was largely attributable to his leadership. In April 2022, Henry sent a crew of line workers to Colorado, Utah, Arizona and New Mexico to work with the Navajo Tribal Utility Authority to build an electric distribution system so that power could be delivered to members of the Navajo Nation who were not previously connected to the electric grid.

The Conway Area Chamber of Commerce holds this annual event to elevate and honor underrepresented business enterprises that are owned or led by the following person(s) or group of persons: African American, Asian American, Hispanic American, Native American, Pacific Islander; Veteran, LGBTQ+ and individuals with disabilities.

# APPA ELECTRIC RELIABILITY SERVICE RECOGNITION

**Conway Corp received national recognition for achieving exceptional electric reliability from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities.**

"We are proud of this achievement," Conway Corp CEO Bret Carroll said. "It is a testament to the hard work of all our staff to ensure that we keep Conway powered."

APPA helps electric utilities track power outage and restoration data through its subscription-based eReliability Tracker service. Once per year, APPA's Reliability Team compares this data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities.

"Once again, public power utilities have demonstrated their commitment to providing highly reliable power to their customers," APPA Vice President of Technical and Operations Services Alex Hofmann said. "We commend these utilities for their hard work when it comes to keeping the lights on in their communities."

Nationwide, the average public power customer has their lights out for less than half the amount of time that customers of other utilities do.

Conway Corp employs more than 40 linemen, groundmen, metermen and engineers who are responsible for the design, service and operation of more than 1,000 miles of electric line in the city.



**SENIOR PLANT OPERATOR  
BRUCE BRADFORD**



# ALWAYS ON *for* CELEBRATION

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From retirements to promotions to new skill sets, several employees started new chapters in 2022. We're proud of each of them and all they've achieved in their careers at Conway Corp.

# RETIRES



**Dan Allen**  
*23 years*

Dan was hired in September 1999 as a customer accounts manager and was promoted to senior customer accounts manager in 2016.

Dan spent his career going above and beyond to help customers with account and billing inquiries.



**David Avra**  
*14 years*

David began working in 2008 as an energy efficiency consultant for the Energy Smart program. In 2014 he was promoted to major accounts/

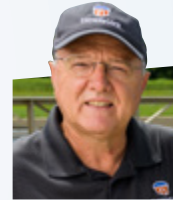
energy efficiency manager. David was instrumental in launching Conway Corp's New Home Program, which recognizes energy-efficient builders and homes.



**Keith Cates**  
*33 years*

Keith began his career at Conway Corp in 1989 as a utility worker in the water department and transferred to the engineering department in

1999. He was promoted in 2005 and again in 2018 to water/wastewater senior designer.



**Brent Clark**  
*43 years*

Brent was hired at Conway Corp in July 1979 as a plant operator in the wastewater department.

He was promoted to senior plant operator in 2021. Brent spent his career ensuring Conway's wastewater plant was running at peak efficiency.



**Ronnie Davis**  
*35 years*

Ronnie joined Conway Corp in 1987 as a foreman in the water department and was promoted to senior foreman in 2005. Ronnie

spent his career helping provide fresh, clean water to the citizens and businesses of Conway.



**Randy Ethridge**  
*34 years*

Randy began working at Conway Corp in July 1988 as a groundman in the electric department and was promoted to underground service

technician in 1998. Randy dedicated his career to helping others by providing reliable electricity to the community – in sweltering summer temperatures, torrential rainfall and even snow storms.



**Robert Fortner**  
*38 years*

Robert was hired in 1984 as a water systems foreman and was promoted to superintendent of the water distribution system in 2010.

He transferred to the engineering department as a water systems designer in 2020.



**Keith LaPlante**  
*35 years*

Keith started at Conway Corp in 1987 as a watchman/dispatcher in the operations division. In 2003 his title changed to dispatcher then

to dispatcher/system operator in 2020. Keith spent his career helping customers and coordinating with field crews after regular business hours.



**Henry Mason**  
*42 years*

Henry joined Conway Corp as a senior lineman in August 1980. He was promoted to foreman in 2015 and to electric distribution system

manager in 2021. During Henry's tenure, Conway residents enjoyed an electric reliability rate of 99.99 percent.



**Rickie McPherson**  
*15 years*

Rickie was hired at Conway Corp in June 2007 as a plant maintenance worker at the water treatment plant. He was promoted to senior

plant maintenance worker in January 2021. Rickie was known for his ability to fix anything that was broken in order to keep the plant producing fresh, clean water.



**Edie Turner**  
*29 years*

Edie began working at Conway Corp in July 1993 as a customer service specialist. She was promoted to billing and customer service

supervisor in 2012 and again to billing services manager in 2013.



**Dusty Weaver**  
*39 years*

Dusty was hired in May 1983 as a lab technician at Conway Corp's wastewater treatment plant. He was promoted to senior lab

technician in October 2000. Dusty performed field and lab testing on water and wastewater samples to ensure standards and government regulations were being met.

# PROMOTIONS



**Jim Clark**  
*Human Resources Director*

Conway Corp promoted Jim Clark to Human Resources Director in January 2022.

Jim is responsible for organizing, planning, developing and directing the implementation and administration of human resources functions and carrying out policies and procedures related to all phases of human resources activities at Conway Corp.

“Jim brings a wealth of experience and will do well in his role as human resources director,” Conway Corp CEO Bret Carroll said. “The Human Resources Department has never been more important, and I know Jim and his team will continue to make Conway Corp a great place to work.”

Jim began his career with the company as a human resources specialist in 2019 and was promoted to human resources assistant director in 2021. Jim replaces Lisa Douglas, who retired in December 2021.

# CERTIFICATIONS



## Trey Brown, Bryce Hoggard and Paul Langley

*Journeyman Linemen*

Electric Department employees Trey Brown, Bryce Hoggard and Paul Langley all earned their Journeyman Lineman certifications after successfully completing a four-year apprentice program through the Missouri Public Utility Alliance.

The program requires classroom, correspondence and hands-on training with monthly and annual exams on electric curriculum, including overhead and underground systems; safety; pole climbing, installing and mounting; conductors, transformers and substations as well as equipment operation.

Having completed the program, they logged more than 7,200 hours of on-the-job training and are now certified United States Department of Labor Power Journeyman Linemen. Their commitment to the intensive program helps give Conway Corp the ability to provide a high level of dependable electric service.

“Conway Corp has been recognized by the American Public Power Association with the Reliable Public Power Provider (RP3) designation because of dedicated and highly-trained employees like Trey, Bryce and Paul,” Chief Executive Officer Bret Carroll said. “The RP3 designation recognizes Conway Corp as one of the best electric providers in the nation for consistently providing Conway residents with the highest degree of reliable and safe electric service.”

Trey’s career with Conway Corp began in August 2015, and Paul started with the company in April 2014. Both began their careers as groundmen and were promoted to journeymen lineman in April 2022. Bryce was hired in March 2017 as a substation/relay technician and was promoted to journeyman substation/relay technician in April 2022. They all entered the apprentice program in February 2018.





**Jody Brown**  
*Master Electrician Certification*

Electronics/Electrical Technician Jody Brown completed training and passed the exam necessary to earn his Master Electrician license from the Arkansas Department of Labor and the Board of Electrical Examiners.

This achievement is the highest level for licensed electricians in the state and requires four years of electrical work experience with no less than 8,000 hours on-the-job training as well as completion of an approved formal apprenticeship program.

Jody started at Conway Corp in August 2020.



**Mark Ferguson**  
*CALI Graduation*

Water Systems Senior Engineer Mark Ferguson was among 35 individuals to graduate from the Conway Area Leadership Institute in February 2022.

Class participants experienced firsthand how community leaders, businesses and organizations make a difference in Conway every day while developing their own leadership skills and role in the success of the community.

*"We are proud of Mark and the work he does for Conway Corp and the community," Conway Corp Chief Executive Officer Bret Carroll said. "Conway Corp is committed to enhancing the quality of life in Conway and CALI prepares employees like Mark to do just that."*



**Logan Palmer and Marty Pratt**  
*NASSCO Certifications*

Utility Worker Apprentice Logan Palmer and Water Systems Foreman Marty Pratt successfully completed the Pipeline Assessment Certification Program, Manhole Assessment Certification Program and Lateral Assessment Certification Program from the National Association of Sewer Service Companies (NASSCO).

The requirements include satisfactory completion of approved training and passing the assessment and certification testing from NASSCO – the industry source for trenchless technology education, resources and advocacy that exists to ensure the health of communities' underground infrastructure.

These certifications are required to operate the company's camera truck.

Marty joined Conway Corp in 2000 as a utility worker apprentice in the water department. He was promoted to utility worker in 2003 then to senior utility worker in 2021. He was promoted to his current position in 2022.

Logan was hired in February 2021 as a utility worker apprentice in the water department.



**Kaleb Barkley**  
*Journeyman Meterman*

Electric Department employee Kaleb Barkley earned his Journeyman Meterman certification after successfully completing the Meter Technician Certification Program through Northwest Lineman College.

The four-year apprentice program requires on-the-job and textbook training, including more than 150 hours of classroom time and the successful completion of 10 exams covering topics such as safety standards, electrical systems, transformers, special elements, trouble investigation and crew leadership.

*"We are proud of the years of hard work Kaleb put into this program," Chief Executive Officer Bret Carroll said. "We are recognized as one of the best electric providers in the nation, and it's because of employees like Kaleb and his dedication to the community and our residents."*

Kaleb started at Conway Corp as a groundman in August 2015 and entered the apprentice meterman program in February 2018.





**Jacob Keller, Lane McNew and Matt Stephens**  
*SCTE Broadband Premises Installer Certification*

Conway Corp Cable Department employees Jacob Keller, Lane McNew and Matt Stephens earned the Broadband Premises Installer (BPI) certification from the Society of Cable Telecommunication Engineers after completing required coursework and a final exam. Matt also earned the Broadband Premises Technician Certification.

The BPI certification is the foundation and one of three standalone Broadband Premises certifications that Conway Corp started using in 2015 as part of the core curriculum for all its cable department employees. It is the first of six career path certifications in the department.

Jacob, Lane and Matt are now certified to perform routine installations, disconnects, pre-wires, change of service and multiple dwelling unit wiring for cable television video, voice and data residential customers by showing proficiency in six main competencies: technology, systems/requirements, premise devices, installation, troubleshooting/maintenance and standards/safety.

Jacob was hired in November 2020 and promoted to telecom installer technician 1 in May 2022. Lane started at Conway Corp in August 2020 and was promoted to telecom installer technician 1 in March 2022. He was promoted to telecom installer technician 2 in July 2022.

Matt was also hired in August 2020. He was promoted to telecom installer technician 1 in March 2022 and to telecom installer technician 2 in September 2022.



**John Spotts**  
*SCTE Optical Fiber Construction Certification*

Telecom Construction Technician 5 John Spotts earned the Optical Fiber Construction certification from the Society of Cable Telecommunication Engineers after completing required coursework and a final exam.

The certification is the foundation of understanding fiber optics theory and how optics transport data and fiber conducts signals. Topics include fiber design and application, optical power budgets, cable preparation, splices and connectors, optical cable construction and restoration, leakage/LTE Interference measurement, conducting acceptance testing of a broadband optical link and relevant field safety topics.

The SCTE is a global leader for telecommunication education and training programs that meet the ever-changing cable industry. The Optical Fiber Construction course was developed in collaboration with the industry's top technical professionals and cable operators. The training is nationally recognized by the cable telecommunications industry and helps individuals interested in working for a cable provider.

John was hired as an installer trainee in the cable department in 2018 and was promoted to installer in 2019. He was promoted to his current position in 2022.



**Tommy Nolen**  
*Certified Fiber Characterization Engineer Certification*

Telecommunication Systems Senior Foreman Tommy Nolen earned the Certified Fiber Characterization Engineer certification from Fiber Insight after completing the required coursework, hands-on training and the certification exam.

The CFCE certification provides a comprehensive background on fibers, network types and challenges faced on telecommunications networks.

*"This certification puts Tommy and Conway Corp in good standing going forward in the ever-changing world of telecommunications networks," Cable Telecommunication System Manager Jody Smith said.*

Tommy was hired in 2000 as an installer trainee in the cable department. He held numerous positions in the department before being promoted to CATV training/special projects coordinator. He was promoted to his current position in 2020.



**Zach Leach**  
*KX Technology SCADA Certifications*

SCADA/Network Systems Administrator Zach Leach earned multiple certifications from KX Technology, a global leader in high-performance, in-memory computing, streaming analytics and operational intelligence.

Zach completed the training and examinations necessary to earn the Introduction to Developer and Introduction to SQL Interface certifications.

*“Zach spent hours studying for these certifications to strengthen the administration of our electric SCADA (Supervisory Control and Data Acquisition) system,” Information Systems Manager Brad Sanders said. “That means safer, more reliable power for all of Conway.”*

SCADA is the systems and software used to control Conway Corp’s electric, water and wastewater infrastructure.

Zach was hired as an information systems technician 1 in May 2012 and was promoted to information systems technician 2 a year later. He was promoted to his current position in 2015.



**DeAnna Smith**  
*PHR Certification*

Human Resources Specialist  
DeAnna Smith earned the Professional in Human Resources certification from the Human Resources Certification Institute after completing required training and a final exam.

The PHR certification is for professionals with experience in implementing programs with logistical orientation and emphasizes operational responsibilities for a company’s human resources department.

“I’m proud of DeAnna and this accomplishment,” Human Resources Director Jim Clark said. “It signifies a dedication to the human resources profession and a

commitment to provide support and guidance to Conway Corp’s most valuable asset — our employees.”

DeAnna started at Conway Corp in 2009 as a human resources technician and was promoted to her current position in 2019.



**Ashtyn Brown and Javan Massey**  
*FAA License*

Production Coordinators Ashtyn Brown and Javan Massey earned the Unmanned Aircraft General – Small (UAG) license from the Federal Aviation Administration after completing the required training and examination.

Ashtyn and Javan both obtained a Remote Pilot Certificate from the FAA that demonstrates understanding of regulations, operating requirements and procedures for safely flying drones.

*“I’m proud of the time Ashtyn and Javan put in to prepare for the UAG exam,” Video Production and Local Programming Manager Jeff Matthews said. “Adding them as licensed drone pilots increases our ability to capture video from the unique perspectives that only drones can provide.”*

Ashtyn joined Conway Corp in 2019, and Javan was hired in 2021.



**Lee Tedford**  
*Class 4 Wastewater Certification*

Water Systems Manager Lee Tedford passed the Wastewater Class IV exam and earned the Class IV Wastewater license from the Arkansas Department of Energy and Environment.

The certification is the top level of achievement for licensed wastewater operators in the state, and Conway Corp is required to have at least one class IV certified operator available at any given time. Conway Corp now has 12 on staff.

*“We are fortunate to add Lee to our team of Class IV Wastewater operators,” Chief Operating Officer Greg Dell said. “This is an impressive achievement that does not happen without time and energy.”*

The requirements for Class IV Wastewater certification include satisfactory completion of more than 450 hours of approved training, six years of experience in wastewater treatment (with at least two years in direct charge of a plant or one of the major components) and passing the Class IV test.

Lee began his career with the company as a water systems engineer in 2010. He was promoted to water systems assistant manager in 2016 before being named manager a year later.



**Landon Green**  
*Class 3 Wastewater License*

Lab Technician Landon Green passed the Wastewater Class III exam and earned the Class III Wastewater license from the Arkansas Department of Energy and Environment.

The requirements for Class III Wastewater certification include satisfactory completion of more than 120 hours of approved training, three years of experience in wastewater treatment (with at least one year in treatment plant operation) and passing the Class III exam.

Landon began his career with the company in 2019 as a wastewater plan operator apprentice and was promoted to his current position in October 2022.



**Matt Smith**  
*Class 4 Water Treatment Certification*

Senior Plant Operator Matt Smith passed the Water Treatment Class IV exam and earned the Class IV Water Treatment license from the Arkansas Department of Health.

This certification — the top level of achievement for licensed water plant operators in the state — requires three years of experience in water treatment and more than 96 hours of advanced training in water treatment, rules, regulations and compliance.

“This impressive achievement shows Matt’s dedication to Conway Corp and the Conway community,” Chief Operating Officer Greg Dell said. “This license requires years of specialized training and plant experience that only a few can accomplish.”

Matt was hired as an operator apprentice in the water department in 2005. He was promoted to operator in 2008 and plant operator in 2019. He was promoted to his current position in 2022.



**Crystal Kemp**  
*Birkman Signature Certification*

Chief Marketing Officer Crystal Kemp earned the Birkman Signature Certification from Birkman International — a global, industry-leading behavioral and occupational assessment company.

After completing the rigorous program, Crystal is now a Birkman Certified Professional able to administer the Birkman Method exam and coach individuals on how personality affects performance.

Birkman International was founded to help people understand how interpersonal dynamics have far-reaching impacts on relationships, performance and morale. It is widely used for leadership development, human resources management and organizational design.

Crystal started with Conway Corp in 2000 as marketing/communications coordinator. She was promoted to marketing and public relations manager in 2010 and to her current position in 2018.



**Brent Garren, Justin Kimbrow and John Spotts**  
*ETA Certifications*

Conway Corp Cable Department employees Brent Garren, Justin Kimbrow and John Spotts earned the Fiber Optics Technician – Outside Plant certification from the Electronics Technicians Association after completing required coursework and a final exam.

The advanced certification means Brent, Justin and John are now certified to properly terminate, test and troubleshoot single-mode fiber optic communication systems. With today’s industry trends going to higher speed networks using fiber optics, the knowledge and skills required to install, test and maintain these systems is critical.

Brent was hired as an installer trainee in April 2008. He has held several positions in the cable department and is currently the lead telecom maintenance technician for the company. Justin started at Conway Corp in August 2008 as an installer trainee and is currently a telecom maintenance technician 4. John was hired as an installer trainee in 2018 and was most recently promoted to telecom construction technician 5 in 2022.

The ETA was founded in 1978 and has awarded more than 200,000 certifications accredited through the International Certification Accreditation Council.





## Wesley Manion and Andrew Nelson

### *CompTIA Network+ Certification*

Telecom Business Class Services Technicians Wesley Manion and Andrew Nelson earned the CompTIA Network+ certification after completing required coursework and a final exam.

The certification validates that Wesley and Andrew have the knowledge and skills necessary to troubleshoot, configure and manage wired and wireless networks found in companies around the world. The CompTIA Network+ certification guarantees a professional-level understanding of emerging technologies, including cloud and virtualization technologies.

Wesley and Andrew invested more than a combined 160 hours to complete the certification from CompTIA, the leading provider of vendor-neutral technology certifications in the world with more than 2 million certifications.

Wesley and Andrew were both hired as installer trainees in 2014 and were most recently promoted to their current positions in 2022.

## 2023 National Electric Safety Code Certification

Sixteen employees from across the company earned the 2023 National Electric Safety Code (NESCC) certification from Collaborative Learning Inc. after completing the required coursework. The NESCC is the national standard for safety in the design, construction, operation and maintenance of electric utility supply and communication systems. The following employees completed the course:



**Jody Brown**  
*Electronics / Electrical Technician*



**Mike Clements**  
*Telecommunications Systems Designer 2*



**Jeff Crownover**  
*Telecommunication Systems Senior Designer*



**Brent Fason**  
*Safety Coordinator*



**Brent Garren**  
*Lead Telecom Maintenance Technician*



**Dale Gottspomer**  
*Electric Systems Senior Engineer*



**Ben Lawrence**  
*Telecom Construction Foreman*



**Tony Leach**  
*Electric Systems Senior Designer*



**Lonnie McCoy**  
*Senior Electronics / Electrical Technician*



**Justin Moore**  
*Telecom Business Class Services Foreman*



**Tommy Nolen**  
*Telecommunication Systems Senior Foreman*



**Mark Rowlett**  
*Electric Distribution System Senior Foreman*



**Jody Smith**  
*Cable Telecommunication Systems Manager*



**Ronson Smith**  
*Electric Systems Engineer 2*



**John Spotts**  
*Telecom Construction Technician 5*



**Earnest Taylor**  
*Electric Systems Engineer 1*

# TRAINING

## CUSTOMER SERVICE TRAINING



**259**  
EMPLOYEES  
PARTICIPATED  
FROM ACROSS  
THE COMPANY



**2,012**  
COURSES/TRAINING  
SESSIONS COMPLETED

**1** MONTH **27** DAYS TRAINING TIME

## SAFETY TRAINING



### ALL DEPARTMENTS

- Safety Procedure Awareness
- Fire Extinguisher and Emergency Exits
- Bloodborne Pathogens
- Safety Stand Down



### OPERATIONS

- Slips, Trips and Falls
- Hazard Communication Awareness
- Heat Smart
- Tailboards
- Hand and Power Tool Safety
- Competent Person Trench/Excavation Safety
- Competent Person Confined Space
- Struck by Hazards



### WATER/WASTEWATER PLANTS

- Hearing Protection



### ELECTRIC

- Winter Storm Prep

## CYBER SECURITY TRAINING



### ALL DEPARTMENTS

- 2022 Common Threats
- Protect Yourself from Ransomware
- Cybersecurity Essentials – Secure Data Handling
- 2022 Social Engineering Red Flags



### NEW EMPLOYEES

- Security Awareness



Inventory Control Coordinator  
Tom Makara

# APPA LINeworkERS RODEO

**In March 2022, electric department employees traveled to Austin, Texas, to participate in the American Public Power Association Lineworkers Rodeo.**

The rodeo is a unique opportunity for lineworkers to connect with their peers from across the country, compete for national recognition, attend training and practice essential skills in a safe environment. During the event, Conway Corp competed alongside more than 400 other public power electric lineworkers from across the nation to demonstrate how quickly and safely they could perform the duties required of a lineman.

Apprentice Lineman 3 Kolt Weatherley competed in the apprentice division in five events, including four physical events and a written test.

Journeyman Lineman Trey Brown, Journeyman Lineman/Training Coordinator Nate Ball and Journeyman Lineman Paul Langley participated in the journeyman team division in five events including Hurtman Rescue, where participants completed a simulation of rescuing an injured co-worker.

Senior Lineman Scott Ussery and Journeyman Lineman Si Anthony attended the rodeo as training staff, and Journeyman Lineman Joe Bingham participated as a judge.



**Apprentice Lineman Kolt Weatherley, Senior Foreman Scott Ussery, Journeyman Lineman Si Anthony, Journeyman Lineman Trey Brown, Journeyman Lineman/Training Coordinator Nate Ball, Journeyman Lineman Paul Langley and Journeyman Lineman Joe Bingham**



**Telecom Business Class Services Technician 3 Wesley Manion, Telecom Trouble Technician 2 Jake Stewart, Telecom Trouble Technician 2 James Buggs, Telecom Installer Technician 3 Lane McNew and Lead Telecom Trouble Technician Brian Robinson**

TRAINING

## SCTE CABLE GAMES

**Conway Corp technicians are consistently ranked the best of the best in our region, and this year they put their skills to the test competing in multiple cable-tec games.**



The games, presented by the Society of Cable Telecommunication Engineers, are typically held during chapter vendor shows or regional cable shows. Participants compete in events that measure their technical abilities as well as demonstrate their knowledge from seven categories including cable splicing, meter reading, cable jeopardy, fiber splicing and drop connections.

Conway Corp showcased their skills in the area of fiber and coax testing and installation at the regional games at the Mid-America Cable Show in Tulsa, as well as locally at the Razorback SCTE Show. Many of our technicians came away with first, second and third place medals across all categories at both events.



**WASTEWATER LAB SUPERVISOR  
KENNY BEATY**

# ALWAYS ON *for* EDUCATION

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Conway Corp is dedicated to investing in our community through its young minds. We're proud to continue contributing to education at all levels in Conway.



# SCHOLARSHIPS



**Supporting education has always been one of our top priorities. In fact, Conway Corp was founded in 1929 to help keep Hendrix College and Central Baptist College in the city, and since then we have continued to support all levels of education in Conway.**

From preschool to grad school, we provide world-class technology to our local schools and universities along with scholarships, grants, educational outreach and more.

Since 2008, Conway Corp has given more than \$600,000 in endowed scholarships to local students who attend the University of Central Arkansas, Central Baptist College and Hendrix College.

Conway Corp provides additional scholarships every year, including 5 Sports scholarship awards to local student athletes for their performance on the field and in the classroom. Conway Corp began its partnership with Wampus Cat athletics in 2001 and has awarded more than \$30,000 in scholarships for Conway High student athletes over the past two decades.

In 2022, Conway Corp awarded three local students \$2,000 in scholarships for their athletic and academic achievements.

Allison Ross was named the Female Scholar Athlete of the Year. She was a four-year letter winner in soccer and co-valedictorian of the 2022 graduating class.



Simon Marotte was named the Male Scholar Athlete of the Year. He was a four-year letter winner in swim and co-valedictorian of the 2022 graduating class.

Madison Holloway was chosen by Conway High School coaches as the Ruth Doyle Award winner for outstanding female athlete of the year. She was a two-sport athlete for the Lady Cats, earning letters in volleyball and track.

Manny Smith was chosen by Conway High School coaches as the Frank E. Robins Award winner for outstanding male athlete of the year. He competed in football and track his sophomore and junior seasons then focused exclusively on football his senior year.



## TEACHER OF THE YEAR



**Hailey Carr, a sixth-grade social studies teacher at Simon Middle School, was recognized as the Conway Public School's Teacher of the Year in August 2022.**

Hailey was presented with the award and a \$2,000 grant from Conway Corp at the Conway Public Schools Back-to-School assembly.

The grant is part of a \$440,000 gift Conway Corp pledged in 2013 to support teacher impact grants presented by the Conway Public Schools Foundation.

# CHANNEL 5/585



In 2001, Conway Corp began broadcasting tape-delayed Wampus Cat football and basketball games – making the 2022 season our 22nd year of broadcasting Wampus Cat Sports.

Today, all football games and home basketball games are broadcast live via Channel 5/585 and streaming with Wampus Cats 2 Go.

Conway Corp also continues to partner with Conway Public Schools and Conway High School Wampus Cat Athletic Interns to broadcast student-produced local sports programming by providing equipment and hands-on training.

In 2022, Conway Corp also produced and broadcast Conway High School's graduation ceremony live for the third year in a row for students and family members who could not attend in person.

# 4,000,000+



## IMPRESSIONS OVER THE LAST 5 SEASONS

# 275+



## GAMES BROADCAST IN 22 SEASONS



## 5 SPORTS



### 2022 FOOTBALL STATS:

# 375,000+

YOUTUBE IMPRESSIONS

# 5,200+

AVERAGE VIEWERS PER GAME



DIFFERENT STATES HAD VIEWERS



DIFFERENT COUNTRIES HAD VIEWERS



UNIQUE VIEWS ACROSS CHANNEL

# 15,427



MOST VIEWED GAME: NOVEMBER 25, 2022 WAMPUS CATS AT BRYANT



**JOURNEYMAN LINEMAN  
JOE BINGHAM**



# ALWAYS ON *for* COMMUNITY

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Community is everything. It's what makes the work we do so important to our company and to Conway. It's what makes us always want to do more.

# COMMUNITY SERVICE

## Conway Corp employs nearly 300 local individuals who serve on local boards, participate with local charities, coach local youth sports teams and more.

In 2022, Conway Corp employees collectively donated more than \$25,000 to the United Way of Central Arkansas. Employees also held a toy drive for the Angel Tree program and individual departments sponsored angels to provide Christmas gifts for local children in need.

Each year, Conway Corp employees choose a local charity to support during the company's employee appreciation event. In 2022, our team collected items for Conway Cradle Care. Conway Corp employees donated thousands of items to the nonprofit, including 4,000 diapers and 5,000 baby wipes.

Conway Corp's electric department is proud to partner with the city's parks and recreation department every year to support the Braves baseball program and volunteers to grill hot dogs and play ball at Braves Field with the kids and their families.

In addition, Conway Corp and our employees provided sponsorships, grants, donations and more to local organizations including Bethlehem House, Boys and Girls Club of Faulkner County, Conway Public Schools Foundation, Conway Symphony Orchestra and more.



*Remembering*  
**Kayla  
Hallman**



*In December 2022, our Conway Corp family was devastated by the death of our friend and colleague Kayla Hallman.*

*Kayla joined Conway Corp in July 2021 as a Customer Service Specialist and was a valuable member of our team from the very beginning. In 2022, she was recognized by the Mid-America Cable Association with a Customer Service Excellence Award for her outstanding achievement in the field.*

*Kayla inspired her fellow co-workers, and her impact was felt across the company. She was a great friend, a thoughtful teammate and most importantly, a devoted mother. She was known for her radiant smile, her captivating laughter and her unwavering positive attitude.*

*Kayla was a huge part of our Conway Corp family, and her passing deeply affects us all. She will be greatly missed.*





# ALWAYS ON *for* LEADERSHIP

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Excellent service starts with excellent leadership. Conway Corp is fortunate to have individuals leading our team who are passionate about our community, our people and our future.

# BOARD OF DIRECTORS



**Brad Teague**  
*Chair*



**Lindsay Henderson**  
*Vice Chair*



**Tom Courtway**  
*Secretary*



**Jake Nabholz**  
*Director*



**Denise Perry**  
*Director*



**Reggie Rose**  
*Director*



**Kelley Erstine**  
*Director*



**Osmar Garcia**  
*Director (added May 2022)*

# EXECUTIVE LEADERSHIP



**Bret Carroll**  
*Chief Executive Officer*



**Tracy Moore**  
*Chief Financial Officer*



**Crystal Kemp**  
*Chief Marketing Officer*



**Greg Dell**  
*Chief Operating Officer*



**Jason Hansen**  
*Chief Technology Officer*



# SERVICE RELIABILITY



## ELECTRIC RELIABILITY

# 99.99%

### AVERAGE LENGTH *of* POWER OUTAGES

CONWAY CORP

# 76

MINUTES

NATIONAL AVERAGE\*

# 127

MINUTES

### AVERAGE NUMBER *of* POWER OUTAGES

CONWAY CORP

# .69

OUTAGES

NATIONAL AVERAGE\*

# .77

OUTAGES

\*American Public Power eReliability Tracker





**BROADBAND RELIABILITY**

**99.94%**



**TELEPHONE RELIABILITY**

**99.92%**

**AVERAGE ANNUAL RESIDENTIAL SAVINGS *in CONWAY vs. OUTSIDE CONWAY***

**ELECTRIC: 27%**

**WATER: 39%**

**SAIDI** = SYSTEM AVERAGE INTERRUPTION DURATION INDEX = THE TOTAL DURATION OF INTERRUPTION FOR THE AVERAGE CUSTOMER DURING A PREDEFINED PERIOD OF TIME.

**SAIFI** = SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX = HOW OFTEN THE AVERAGE CUSTOMER EXPERIENCES A SUSTAINED OUTAGE OVER A PREDEFINED PERIOD OF TIME.

**ASAI** = AVERAGE SYSTEM AVAILABILITY INDEX = THE FRACTION OF TIME THAT A CUSTOMER HAS RECEIVED POWER DURING THE DEFINED REPORTING PERIOD.

**CAIDI** = CUSTOMER AVERAGE INTERRUPTION DURATION INDEX = THE AVERAGE TIME REQUIRED TO RESTORE SERVICE.

# FINANCIALS

## ELECTRIC *Income Statement*

### Operating Revenues:

Industrial . . . . .	\$22,984,891
Residential . . . . .	\$34,768,418
Commercial . . . . .	\$16,212,852
Institutional . . . . .	\$5,063,263
Municipal and street lighting . . . . .	\$978,588
Interdepartmental revenues . . . . .	\$1,639,734
Service fees and other . . . . .	\$3,420,829
Total Operating Revenues. . . . .	\$85,068,575

### Operating Expenses:

Power purchased . . . . .	\$49,889,116
Coal plant generation expense . . . . .	\$2,001,272
Transmission service demand . . . . .	\$8,445,629
Distribution. . . . .	\$5,889,497
Depreciation . . . . .	\$8,930,500
Customer accounting and collection . . . . .	\$2,160,699
Administrative and general expenses . . . . .	\$5,112,830
Total Operating Expenses. . . . .	\$82,429,543

Net Operating Income . . . . . \$2,639,032

### Nonoperating Income (Expense):

Net investment income . . . . .	\$733,706
Accretion of bond premium . . . . .	\$148,468
Interest expense . . . . .	(\$1,096,240)
Bond issuance cost . . . . .	(\$504,367)
Net Nonoperating (Expense) Income . . . . .	(\$718,433)

Income Before Contributions in Aid of Construction and  
Interdepartmental Transfers . . . . . \$1,920,599

Contributions in Aid of Construction. . . . . \$1,593,664

Increase in Net Position . . . . . \$3,514,263

**Net Position, Beginning of Year. . . . . \$149,631,936**

**Net Position, End of Year . . . . . \$153,146,199**

## WATER *Income Statement*

### Operating Revenues:

Industrial . . . . .	\$1,212,428
Residential . . . . .	\$9,350,374
Commercial . . . . .	\$2,038,112
Institutional . . . . .	\$479,629
Municipal and street lighting . . . . .	\$415,441
Service fees and other . . . . .	\$215,209
Total Operating Revenues. . . . .	\$13,711,193

### Operating Expenses:

Supply and treatment . . . . .	\$2,878,874
Distribution. . . . .	\$2,227,596
Depreciation . . . . .	\$4,161,272
Customer accounting and collection . . . . .	\$896,519
Administrative and general expenses . . . . .	\$1,468,394
Total Operating Expenses. . . . .	\$11,632,655

Net Operating Income . . . . . \$2,078,538

### Nonoperating Income (Expense):

Net investment income . . . . .	\$13,042
Interest expense . . . . .	(\$252,535)
Amortization of deferred amount on refunding . . . . .	(\$27,025)
Net Nonoperating Income . . . . .	(\$266,518)

Income Before Contributions in Aid of Construction and  
Interdepartmental Transfers . . . . . \$1,812,020

Contributions in Aid of Construction. . . . . \$1,395,858

Increase in Net Position . . . . . \$3,207,878

**Net Position, Beginning of Year. . . . . \$83,112,038**

**Net Position, End of Year . . . . . \$86,319,916**

**WASTEWATER**  
*Income Statement*

**Operating Revenues:**

Industrial . . . . .	\$2,623,855
Residential . . . . .	\$12,245,668
Commercial . . . . .	\$2,763,511
Institutional . . . . .	\$771,386
Service fees and other . . . . .	\$86
<b>Total Operating Revenues.</b> . . . .	<b>\$18,404,506</b>

**Operating Expenses:**

Treatment plant . . . . .	\$3,359,336
Collection . . . . .	\$1,525,179
Depreciation . . . . .	\$7,101,823
Customer accounting and collection . . . . .	\$451,511
Administrative and general expenses . . . . .	\$988,632
<b>Total Operating Expenses.</b> . . . .	<b>\$13,426,481</b>

Net Operating Income . . . . . \$4,978,025

**Nonoperating Income (Expense):**

Net investment income . . . . .	\$104,793
Interest expense . . . . .	(\$2,731,560)
Amortization of deferred loss on refunding . . . . .	(\$105,046)

Net Nonoperating Income . . . . . (\$2,731,813)

Income Before Contributions in Aid of Construction and Interdepartmental Transfers . . . . . \$2,246,212

Contributions in Aid of Construction. . . . . \$749,977

Increase in Net Position . . . . . \$2,996,189

**Net Position, Beginning of Year.** . . . . **\$62,178,793**

**Net Position, End of Year** . . . . . **\$65,174,982**

**CABLE**  
*Income Statement*

**Operating Revenues:**

Cable . . . . .	\$11,215,488
Internet . . . . .	\$15,867,864
Telephone . . . . .	\$1,931,279
Security . . . . .	\$307,275
Advertising . . . . .	\$713,061
Penalties . . . . .	\$293,355
Service fees and other . . . . .	\$873,569
<b>Total Operating Revenues.</b> . . . .	<b>\$31,201,891</b>

**Operating Expenses:**

Production . . . . .	\$11,096,353
Distribution. . . . .	\$7,927,653
Depreciation . . . . .	\$3,924,303
Customer accounting and collection . . . . .	\$1,852,634
Administrative and general expenses . . . . .	\$3,358,585
<b>Total Operating Expenses.</b> . . . .	<b>\$28,159,528</b>

Net Operating Income . . . . . \$3,042,363

**Nonoperating Income (Expense):**

Net investment income . . . . . \$98,154

Income Before Contributions in Aid of Construction . . . . \$3,140,517

Contributions in Aid of Construction. . . . . \$669,354

Increase in Net Position . . . . . \$3,809,871

**Net Position, Beginning of Year.** . . . . **\$36,009,782**

**Net Position, End of Year** . . . . . **\$39,819,653**

