

CONWAY CORPORATION Connected

SPRING 2016 · VOLUME TWENTY-SEVEN NUMBER 2



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

Conway Corp Newsletter

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Conway Corp to begin installing digital electric and water meters in meter upgrade project



In the coming months, Conway Corp will begin installing digital electric and water meters throughout the community as a part of its advanced meter project. The project, which replaces residential and commercial meters, will be completed in 2018.

Once installed, the metering system will support digital two-way communication between meters and utilities

and eventually offer more direct customer benefits.

“The new meters will transfer electricity and water use information more quickly and efficiently to our distribution and billing systems,” Richard Arnold, Conway Corporation CEO said.

“This means we can provide a more seamless customer service experience, including quicker service connection, early leak

detection and better understanding of electric or water usage.”

Conway Corp will be able to identify and respond to electric outages and water problems more effectively.

Customers will receive advance notification indicating when meters are scheduled to be upgraded in their area. Installation takes a few minutes, with a brief interruption in electric service.

Once installation is complete, a notice will be left at the door. If installation can't be completed, the notice will provide rescheduling information.

Following electric meter installation, water meter devices, located on the exterior of homes and businesses, will be replaced.

Once underway, customers can find the latest information on the meter installation project at conwaycorp.com, or email comments@conwaycorp.net or call 501-450-6000.

WORKS IN PROGRESS

Conway Corporation had forty-one projects under construction in April. Below is a list of the eleven major projects:

- Amity Road, Sam's Club – Water and Sewer
- Dave Ward Dr. & Amity Rd., Lewis Property – Electric and Cable
- Exchange Ave., Hospital – Cable
- Hwy. 25 Utility Relocate – Water
- Mayor Ln., East Lift Station Upgrade – Electric and Sewer
- Middle Road Substation – Electric
- Nabco Dr., Centennial Bank Operations Center – Electric and Cable
- North Woods Estates, Hwy. 25 – Water
- Sixth St., I-40 Overpass – Electric, Water, Sewer and Cable
- Spruce St. between Factory and Hamilton – Electric, Water and Cable
- Target Outparcel Utility Extensions – Water



Conway Corp board approves water rate increase

The Conway Corp board of directors approved a water rate increase at its April meeting. The increase, if ratified by the Conway City Council, will become effective July 1.

The average residential customer's water bill will rise from \$22.45 to approximately \$31.33 per month over the next two years.

"Our last water rate proposal to the city council was in 2008," said CEO Richard Arnold.

"While we want to minimize the impact to customers, the increase is necessary because of increased capital expenditures and operations and maintenance expense in the years since that request," said CEO Richard Arnold.

"The factors driving this

adjustment include increased capital expenditures related to infrastructure relocation and street projects, increased capital expenditures related to Stage 1 and 2 Disinfection Byproduct rules and operations and maintenance expenses at our water treatment plant and in the distribution system."

To meet the projected revenue requirements, rates will be adjusted over the next three years. Rates will increase by 15 percent on July 1 and then by 10 percent January 2017 and 10 percent January 2018.

"Our rates continue to compare favorably to nearby cities and cities that are similar to Conway," Arnold added.

Notice to cable television customers

In 2012, Conway Corp transitioned to an all-digital cable system. During that transition, Conway Corp provided digital television adapters to customers who needed them for their analog televisions.

This adapter allowed customers to view the all-digital programming on an analog television set.

The manufacturer of these adapters will no longer have them available and Conway Corp will receive our last ship-

ment of them in June.

Effective July 1, Conway Corp will be unable to offer this adapter to customers.

The adapters currently in the system will continue to work on the system. Customers who need a new adapter will be able to rent alternative adapters Conway Corp has available for a monthly fee.



The digital adapters sent to customers as part of Conway Corp's digital transition in 2012 will no longer be manufactured.

Woodcock, Manning set to retire from Conway Corp



When Senior Lineman Lance Woodcock joined Conway Corp in 1983, it was the beginning of a career he had wanted from his youth.

“I always knew I wanted to do this,” he said. “When I left high school, I diverted and went other directions. I was almost 29 when I started, but I always wanted to do this job.”

Woodcock began as a groundman on a crew of four.

“It was learn as you go,” he said. “I’ve seen people come in and go, and I’ve seen people come in and grow. I learned from all of them, and I hope they learned from me.”

When Woodcock started, he told then General Manager Jim Brewer he wanted a secure job. He wanted to work in every department.

“I’ve always been proud that I work for Conway Corp – not just that I work for the electric department, but for Conway Corp. We have 60,000 bosses. Those are the people we work for and serve,” he said. “I have helped put in a water main, and I’ve spliced cable and put water lines together.”

Woodcock started the apprentice program in 1984 and became a journeyman lineman in 1988. He was promoted to senior lineman in January 2000.

“I believe you lead from the front;

don’t push from the back,” he said. “I don’t ask you to do anything I’m not willing to do.”

In addition, Woodcock is thankful for the strong bond he shared with his coworkers over the years.

“The connection that electrical workers, linemen have is one where we have to trust each other in order to be able to go home at night. When you are out in the middle of storms working, you are in battle,” he said.

“My hope is that the guys I worked with learn from my mistakes, overlook my shortcomings and if I’ve taught them anything, they will remember it.”

As Woodcock looks to retirement, he is focused on family.

“My wife and I recently celebrated our fortieth anniversary,” he said. “We are going on a cruise to celebrate, and we are looking forward to spending time together.”

He’s also looking forward to spending time with his four granddaughters.

“They like to fish with me, and they are starting to play sports.”

“Life will slow down,” Woodcock said. “I’m looking forward to watching a storm. I will say a little prayer for those going out in it, and I’ll watch for the first time in 33 years.”

Line Clearance Foreman Gary Manning came to Conway Corp in 1998 to organize the company’s line clearance program.

Now 18 years later, Manning is retiring from the company.

“I was hired to oversee the tree people,” Manning said. “And to put together the cycle for keeping our lines clear.”

As a certified arborist by the International Society of Arboriculture, Manning knows his trees. “I’ve been in the tree business my whole life. I’ve always been fascinated by plants and trees and what makes them tick. And everything I learn can benefit the customer.”

“If you have to get out to climb a tree at 2 a.m. that’s got ice on it, you want to know about trees.”

According to Manning, Conway Corp has a 3-year cycle to cover the entire community.

“We work that cycle to keep the



power lines clear. We don’t want power outages, and it is nice to know that my job has helped to make us more reliable for our customers.”

Manning, who grew up in Kentucky, is headed there to spend a little time after he retires.

“But I’ll be back here,” he said. “There are more fishing and hunting spots here than a man could want. This is home.”

“Conway Corp is the best company I’ve ever worked for. It has been my honor to serve our customers and to work with the most professional people.”

And we just had to know so he shared, his favorite tree is the weeping cherry tree. “The humidity is too hard on them so you don’t see many of them around here, but I sure do like them.”

Energy Smart names Builder of the Year

Conway Corp named Rush-Hal Properties the 2015 Energy Smart Builder of the Year for their dedication to building energy-efficient homes in the Conway community. Energy Smart homes use less energy than standard-built homes and help save homeowners money and energy for years to come. Conway Corp recognized 19 homes built by Rush-Hal Properties as being Energy Smart in 2015. Rush-Hal has several additional homes that will meet Energy Smart standards planned for construction in the Salem Woods Subdivision in 2016. "Rush-Hal Properties has been committed to building homes that meet or exceed Conway Corp Energy Smart criteria since the Energy Smart New Home program was developed in 2009," Conway Corp Major Accounts and Energy Efficiency Manager David Avra said. Energy Smart specifica-

tions are based on the United States Department of Energy recommendations. Energy Smart homes can save 20 to 30 percent energy use over a standard built home thanks to a variety of energy-efficient features including insulation, high-performance windows, tight ducts and efficient heating and cooling equipment. "The 19 Energy Smart homes built by Rush-Hal Properties in 2015 will save customers over \$7,500 per home over its life expectancy," Avra said.



Rush-Hal Properties Employees Diane White and Jennifer Freyaldenhoven, Conway Corp Major Accounts and Energy Efficient Manager David Avra, Rush-Hal Owner Hal Crafton, Rush-Hal Properties Employees Michael Fowler and Kerry Baker

Conway Corp Board of Directors elects Lindsay Henderson

The Conway Corp Board of Directors recently elected Lindsay Henderson to serve a seven-year term beginning May 8, 2016.

Henderson is Chief Revenue Officer for the Conway Area Chamber of Commerce and a graduate from the University of Central Arkansas. She is co-chair of the Designer House for the Conway Symphony Orchestra and previously worked with the Conway Regional Women's Council, Faulkner County Leadership Institute and Arkansas Community Foundation.

"I am passionate about the future growth and success of our community," Henderson said. "As a young female professional, I'm eager to learn and use my experience and abilities as an opportunity to serve Conway."

Henderson received her Bachelor of

Arts in Speech Communication and Public Relations and a Master of Science in College Student Personnel and Administration from the University of Central Arkansas.

Henderson and her husband, Jon Ross, live in Conway along with their four dogs, Dixie, Lola, Linus and Lucy.

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



Lindsay Henderson

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 Corporation 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 1307 Prairie 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 Corporation does not disclose your name and address for non-cable service related mailing lists. Conway Corporation 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 Corporation. 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.

THOUGHTS ON PAPER

Long-term planning is a primary part of providing vital utility services. Reliably providing these services requires adequate infrastructure and capacity. Forecasting is improved by having as much accurate data as possible to predict demand. This is one reason that I am excited about our advanced metering initiative discussed on the front page of this issue.

The additional information these upgraded meters provide will give us a more granular understanding of our peak demands for water and electric. This information can be used to “right size” water mains, electric conductor and transformers. In the aggregate, it will be useful in optimizing electric substation capacity and water treatment and storage needs.

In the short-term, the meter technology will improve our ability to respond to outages. We

will receive notification from the electric meter when power is lost to your residence. Software will map the location of the reported outages and, in most cases, find the common point of failure.

This will result in quicker response times and, thus, shorter outage durations. Also, we will know if our actions successfully restored your power without verbal confirmation.

Advanced metering for electric is hardly new, but we waited to deploy it until a similar product was available for water meters.

I am excited that this technology will notify us immediately of a possible water leak on your service. This will reduce “lost” water and, in certain cases, property damage.

In the years to come, we will



be more precise and responsive because of this technology and, more importantly, you will be better served.

Please watch for more information about this project in the coming months.

Richard Arnold
Chief Executive Officer

PEACE OF MIND

⚡ powered by Conway Corp ⚡

Conway Corp offers an advanced Home Security and Automation solution so you have the power to control and secure your home from anywhere. Plus it's backed by people you know and trust so it's easy to protect the things that matter and the ones who matter most.



It's safety for you, powered by us.

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THE TECHNICIAN
who's focused on Conway.
BECAUSE THAT'S THE ONLY PLACE WE SERVE.
powered by Conway Corp

Since we're committed to our own city, expert assistance is never far away. That's why Conway residents enjoy local customer service with weekend and after-hours support. It's convenience for you, powered by us.

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Conway Corp Channel 5 now available in HD on channel 585

Conway Corp's local origination channel – Channel 5 is now available in HD on channel 585.

Channel 5 is Conway's source for local community programming and provides unique content exclusively for

Conway Corp customers. On Channel 5, you'll find programming including community events and the Conway City Council plus locally produced programming like 5 Sports, Burn, Breathe Yoga, 5 Pets, Mr. Foy's Easel and more.

For additional information, visit conwaycorp.com/Channel5.

Local programming is also available through Conway Corp Local OnDemand and on YouTube (youtube.com/ConwayCorpChannel5).

