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Conway Corp Newsletter

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Powering Conway since 1929.



Employee Promotions

Conway Corp promotes Clark, Matthews to executive staff positions. | **P. 2**



Outstanding Employees

Conway Corp honors three employees for their exemplary performance. | **P. 3**



Employee Retirements

With more than 125 years of combined service, four employees retire. | **P. 4**



Tom Watson with Tom Watson Construction and Conway Corp Major Accounts and Energy Efficiency Manager David Avra.

Conway Corp recently named Tom Watson the 2021 Energy Smart Builder of the Year for his dedication to building energy-efficient homes in the Conway community. Tom Watson Construction built 14 homes recognized as Energy Smart in 2021 and has built more than 50 in the last three years and more than 200 since the program began. That's a projected energy savings of more than \$1,000,000 for the combined life-expectancy of the nearly 300 homes.



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CONWAY CORP PROMOTES CLARK, MATTHEWS



JIM CLARK



JEFF MATTHEWS

Conway Corp recently announced the promotion of Jim Clark to Human Resources Director and Jeff Matthews to Video Production and Local Programming Manager.

Jim Clark, Human Resources Director

Jim was promoted to Human Resources Director in January 2022.

In his new role, Jim will organize, plan, develop and direct the implementation and administration of human resources functions and carry 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 look forward to working with Jim and his team in the coming years as we 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.

Jeff Matthews, Video Production and Local Programming Manager

Jeff was promoted to Video Production and Local Programming Manager in October 2021.

In his new role, Jeff will supervise Conway Corp's production department and oversee programming for Conway Corp's local origination channel – Channel 5/585.

“Jeff has been a part of the Conway Corp family for many years. He understands our mission in the community and will do a great job managing our video production and local programming efforts,” Chief Marketing Officer Crystal Kemp said. “I'm excited about the future of our video production under his leadership.”

Jeff started at Conway Corp in 2015 as public relations coordinator and was promoted to public relations/production specialist in February 2019.

CABLE PRIVACY NOTICE

The Federal Cable Communications Act [47 U.S.C. 551] contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators.

In accordance with those provisions, Conway Corp collects and maintains personally identifiable information concerning customers. That information includes, among other things, your name, address, phone number, billing records, service maintenance and repair records, subscriber selection subscription information, marketing information and customer complaints.

Personally identifiable information is generally used for the normal business purpose of offering and rendering cable television service and other services to you. Some persons have access to such information, when necessary, in connection with our business or when otherwise desirable. Access may be on a day-to-day basis. Those people who have access include cable system employees, businesses which provide services to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable, program services which will periodically audit subscription information. The cable

system will not maintain such information after it is no longer necessary for carrying on our business.

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

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

Corp. If you do not wish to be contacted even in limited situations described above, or if you wish to limit the circumstances in which we will disclose it, please obtain, fill out and return a no contact form from our Locust Street office.

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

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

OUTSTANDING CONWAY CORP EMPLOYEES RECOGNIZED

Conway Corp recently honored Safety Coordinator Brent Fason, Water Systems Foreman Chad Hogan and Customer Care Team Leader Nicole Pizzolato with awards for their exemplary work performance.

Brent received the company's annual Safety Leadership Award, which recognizes an employee each year for his or her safety efforts.

He was nominated by a co-worker who said, "Brent worked tirelessly to develop a culture of safety over the last year including implementing new and updated safety measures because of the pandemic. Brent has been instrumental in the development of numerous safety forms and policies and also helped create the company's safety committee."

Brent was hired in 2003 in the water department and was promoted to the safety department in 2019.

Chad was the company's Tower of Excellence Award winner. The award recognizes an employee who has made a significant impact on Conway Corp through outstanding dedication and exceptional job performance, and Chad was nominated by his fellow co-workers for going above and beyond in 2021.

One nomination for him said, "Chad is always the first one to be there for his co-workers and the company. He gives it 100 percent every day all day."

Another nomination said, "Chad is always on top of his game. He treats his fellow workers with respect and keeps his crew updated and involved. He makes us better employees and a better utility company."

Chad started in the water department in 2000 and was most recently promoted to foreman in 2019.

Nicole Pizzolato received the company's Customer Service Award and was also nominated by her co-workers.

One nomination for her said, "Nicole goes above and beyond to always make sure her customers and her teammates feel valued. She has been instrumental in helping our customer service staff reach our best potential, and her positive attitude is contagious throughout the company. While short-staffed during the pandemic, Nicole routinely volunteered to change her schedule to ensure our customers received the level of service they expect."

Nicole started in 2012 as a dispatcher/customer care specialist and was promoted to team leader in 2019.



Brent Fason
Safety Coordinator
Safety Leadership Award



Chad Hogan
Water Systems Foreman
Tower of Excellence Award



Nicole Pizzolato
Customer Care Team Leader
Customer Service Award

CONWAY CORP ACCEPTING NOMINATIONS FOR BOARD OF DIRECTORS

Conway Corp is now accepting nominations for board membership.

The Conway Corp Board of Directors elects one new member annually to serve a seven-year term. Nominees will be considered for the term beginning on May 8, 2022.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2022. Nominations should be submitted in writing and include the following information:

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

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

Information included in all applications will become public information.

CONWAY CORP HONORS RETIREES

Brian Authier, 31 years

Wastewater Plant Operator Brian Authier retired December 2021 after spending more than 31 years serving the Conway community.

Brian began his career at Conway Corp in March 1990 and was promoted to plant operator at the wastewater treatment plant in June 1991.

“Brian always kept the plant running and treating water while a vast majority of us were asleep,” Water Systems Manager Lee Tedford said. “I never had to worry about Brian not showing up to perform his duties and this allowed me to rest easy every night.”



Lisa Douglas, 30 years

Human Resources Director Lisa Douglas retired December 2021 after dedicating more than 30 years of service to Conway Corp.

Lisa was hired in February 1991 as an administrative assistant and was promoted to human resources director in January 1999.

“The employees of Conway Corp have truly benefited from her expertise, advocacy and leadership all of these years,” Chief Executive Officer Bret Carroll said. “It’s been an honor to work with her over the past 23 years, and I will miss her greatly.”



Howard Hamlett, 27 years

Water Systems Foreman Howard Hamlett retired December 2021 after spending 27 years helping provide fresh, clean water to the Conway community.

Howard was hired in the water department in June 1994. He was promoted in 1997 and again to his current title in 2005.

“Howard is the MacGyver of the water department,” Water Systems Manager Lee Tedford said. “Howard would come up with all kinds of different ways to get the job done and was really good at thinking outside the box. His knowledge and skill set will be greatly missed by everyone in the department.”



Stan Stewart, 37 years

Field Technician Stan Stewart retired December 2021 after dedicating more than 37 years of service to Conway Corp.

Stan started at Conway Corp in the cable department in 1984 and transferred to the billing department in 1992 where he worked for six years. In 1999, he was rehired and held numerous jobs throughout the company including lead meter reader before transferring to the engineering department.

Stan spent the majority of his career helping customers in the field by ensuring meter reliability and accurate usage readings.



A LOOK BACK: 2021 IN REVIEW

Since 1929, reliability and innovation have remained some of our core values. And in 2021, we delivered for our community time and time again.

Through extreme weather, new projects and the second-straight year of a pandemic, we were proud to show up for our customers with that same quality and exceptional service you've come to expect from Conway Corp.

We spent 2021 completing meter upgrades for our customers while also investing in infrastructure and capital improvements to support the city's street improvement plans.

We successfully upgraded our data center for Docsis 3.1 capability so we could launch 2 Gig internet service, and we began the process of repairing a leak in the raw water transmission line from Brewer Lake to the Roger Q Mills Water Treatment Plant so we could ensure the continued delivery of clean, fresh water to Conway citizens.

We launched Managed Wi-Fi to provide more reliable wireless internet to our customers working and learning from home, and we began installing fiber in new construction areas.

As part of our ongoing commitment



to customer service, we partnered with Great Blue Research in 2021 to conduct a third-party customer research/market assessment study on both residential and commercial customer satisfaction.

We wanted to understand our customers' expectations, act on opportunities for improvement and create a strategic roadmap to increase customer satisfaction.

A significant portion of surveyed customers wanted more two-way communication surrounding utility and telecommunications outages including text message notifications.

In response, we added the electric

outage map to our website for customers to follow along in real time at ConwayCorp.com/outage.

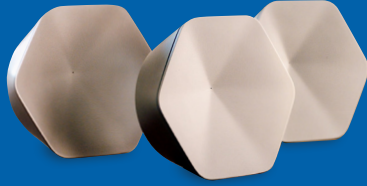
Plus, we're currently working toward implementing a texting system to alert customers of outages, scams, inclement weather and more. The notification system will be in place later this year.

We're proud of what our employees accomplished in 2021, and we're looking forward to serving you in 2022.

A handwritten signature in blue ink that reads "Bret Carroll".

Bret Carroll
Conway Corp
Chief Executive Officer

IT'S THE SMARTER WAY *to* WIFI



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MAXIMUM PERFORMANCE.



MANAGED WIFI



ConwayCorp

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