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Conway Corp Newsletter

Winter 2023 | Vol. 35 | No. 1

Powering Conway since 1929.

Meek Promotion

Conway Corp promotes Robert Meek to Manager, Electric Distribution System. | **P. 2**

Outstanding Employees

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

Employee Retirements

With more than 100 years of combined service, three employees retire. | **P. 4**



Groundman Ivan Robinson, Apprentice Lineman Kolt Weatherley, Senior Lineman Travis Lauer, Journeyman Lineman Paul Langley and Apprentice Lineman Blake Henderson worked 16-hour days to help restore power in the Orlando area following Hurricane Ian.

The devastation caused by Hurricane Ian left more than 2.6 million homes and businesses in Florida without power. Conway Corp 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. How do mutual aid agreements like this one benefit Conway Corp customers? 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.



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CONWAY CORP PROMOTES MEEK TO ELECTRIC DEPARTMENT MANAGER

Conway Corp has announced the promotion of Robert Meek to Manager, Electric Distribution System.

In his new role, Robert will be responsible for directing and coordinating the operation of the electric department. He and his team will establish materials, production and quality control standards.

"I look forward to working with Robert on a daily basis as he steps into this role," Chief Operating Officer Greg Dell said. "I know he will be an excellent manager for our electric department and an exceptional leader for Conway Corp."

"It is critical our electric crews know their boss 'has their back' – especially when they are out in the middle of a storm or dangerous situation. Robert is that man. He is trusted by those who work with him and for him."

Robert started at Conway Corp in the electric department as a groundman in 1999 and was promoted to journeyman lineman in 2005. In 2020, he was promoted to senior foreman and named assistant manager of the department in 2022. Robert replaces previous manager Henry Mason who retired in December 2022.



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 Senior Lineman Jake Ballard, Senior Electronics/Electrical Technician Lonnie McCoy and Customer Care Specialist Renisenb McGehee with awards for their exemplary work performance.

Jake 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, "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.

Lonnie 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 Lonnie was nominated by his fellow 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.

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

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



Jake Ballard
Senior Lineman
Safety Leadership Award



Lonnie McCoy
Senior Electronics/Electrical Technician
Tower of Excellence Award



Renisenb McGehee
Customer Care Specialist
Customer Service Award

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 at Conway Corp in 2020.

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, 2023.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2023. 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

Keith Cates, 33 years

Water/Wastewater Senior Designer Keith Cates retired August 2022 after spending more than 33 years serving the Conway community.

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.

“Keith has a unique ability to see things in a ‘big picture’ view,” Chief Operating Officer Greg Dell said. “He benefited our customers by providing alternative ideas to save capital expenditures and lower life cycle costs on our projects.”



Brent Clark, 43 years

Senior Plant Operator Brent Clark retired December 2022 after dedicating more than 43 years of service to Conway Corp and the community.

Brent was hired in July 1979 as a plant operator in the wastewater department. He was promoted to senior plant operator in 2021.

“When Brent was on shift, I never had to worry about the plant,” Water Systems Manager Lee Tedford said. “He did an excellent job at keeping the wastewater plant running at peak efficiency. Brent made a fun work atmosphere and was always full of some good advice.”



Henry Mason, 42 years

Electric Distribution System Manager Henry Mason retired December 2022 after spending 42 years helping provide safe, reliable electricity to the Conway community.

Henry was hired as a senior lineman in August 1980 and promoted to foreman in 2015. He was promoted to manager in January 2021.

“We have had a line of great electric managers who have kept the lights on for Conway,” Chief Operating Officer Greg Dell said. “Henry has unquestionably done his part to build on that achievement and serve the community.”



REMEMBERING KAYLA HALLMAN



We are profoundly saddened at the death of our friend and colleague Kayla Hallman who passed away in December 2022 after a prolonged illness.

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 coworkers, and her impact was felt across the company. She was a great friend, a thoughtful colleague 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. Our thoughts are with her family and son as they go through this difficult time. She will be missed.

A LOOK AHEAD: 2023 CABLE RATE ADJUSTMENTS

It's no surprise that entertainment costs are going to be a little more expensive this year compared to 2022. Prices rise every year, and we're all seeing the effects of price increases on everything from groceries to housing costs.

At Conway Corp, we are committed to providing the community with quality TV programming at a competitive price, and we make every effort to minimize costs for our customers.

Over the past several years, however, cable networks have increased their fees at an alarming rate – even 100 percent from one year to the next.

While we work hard to keep our prices low, some companies take advantage of cable operators – and our customers – by demanding increases well above the rate of inflation.

The Conway Corp Board of Directors recently approved a rate adjustment to several video packages during its November 2022 meeting due to these programming rate increases.

We strive to make decisions in the best interest of our customers, and we only raise rates by the amount necessary to cover the cost of programming increases.

In fact, 97 percent of our video rate



goes directly to networks. The three percent that goes to Conway Corp is used for operating expenses, maintaining the cable distribution system and upgrading equipment.

Beginning next year, customers will see a \$5.40 increase for legacy starter video service. Legacy digital and HD packages will remain the same.

ConwayCorpTV will increase \$10, and ConwayCorpTV+ will remain the same.

Additionally, the Showtime channel will increase from \$18.20 to \$18.90 a month, and Starz will decrease from \$10.95 to \$9 a month.

There are no changes in monthly

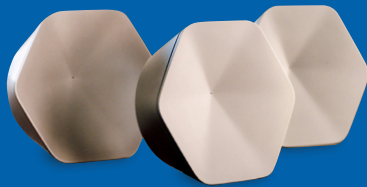
equipment or equipment rental fees. Rate adjustments will be effective February 1, 2023.

We're proud to be your local video provider, and we work hard to keep your rates competitive. While increases can be expected, we want our customers treated fairly. As broadcasters continue to demand more money from our customers, we will continue to work hard to keep your costs under control.

A handwritten signature in black ink, appearing to read "Bret Carroll".

Bret Carroll
Conway Corp
Chief Executive Officer

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