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Conway Corp Newsletter

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Powering Conway since 1929.



Conway Corp Recognized

Employees were recently awarded for outstanding customer service. | **P. 2**



Conway Corp Recognizes Recent Retirees

With a combined 70 years of service, Fason, Jobe and Johnson all recently retired. | **P. 3**



Cybersecurity Awareness

Protecting your personal information is our top priority. | **P. 5**



Conway Corp contractors are currently installing solar panels at the new Blaney Hill Solar Farm located on the site of the old city landfill. The solar panels will help diversify Conway Corp's energy portfolio and produce an estimated 1.8 million kilowatts of electricity a year. Learn more about the Blaney Hill Solar Farm on page 4.



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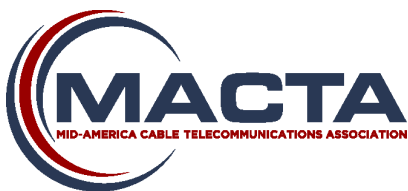
MID-AMERICA CABLE TELECOMMUNICATIONS ASSOCIATION RECOGNIZES CONWAY CORP EMPLOYEES



Twenty Conway Corp employees were recently recognized for excellent customer service at the Mid-America Cable Show in Kansas City, Missouri.

The Mid-America Cable Telecommunications Association was founded in 1958 to help telecommunication providers in the Midwest promote technical excellence, superior customer service, exemplary marketing and student scholarship.

Members include telecommunication system operators in Arkansas, Iowa, Kansas, Missouri, Nebraska, Oklahoma and Texas.



LESIA WHITE was presented with the **Cable Champion Award** for outstanding achievement in cable leadership.



ERIC BELL, JANE HARRISON, MICHELLE HATFIELD, KELLY JOHNSTON-JEFFUS, NICOLE PIZZOLATO & COLEEN SPIKER-WILSON were presented with **CSE Sales** awards.



TRACY FERRELL & COREY FREE were presented with **Extra Mile CSE** awards. Extra Mile Awards are presented to individuals whose customer service resolution goes above and beyond the responsibility of their normal job duties.



BRENT BROWN, JAMES BUGGS, BLAKE JONES, SEAN MAXFIELD, ROBERT MCCRAY, JUSTIN MOORE, ANDREW NELSON, DIANA POLLARD, BRIAN ROBINSON, JAKE STEWART & ELEISE WOOD MYERS were presented with **CSE Service** awards.

CONWAY CORP HONORS RETIREES



BOB FASON started at Conway Corp in 1989 in the water department. He transferred to the cable department as a technician in 1994. He was promoted in October 2002 to foreman, cable and TV maintenance and again in January 2007 to superintendent, CATV maintenance/trouble.

“Bob has been a devoted and conscientious employee and was a trailblazer in the infancy of Conway Corp’s internet deployment and ongoing maintenance for our customers,” Cable Telecommunication System Manager Jody Smith said. “His work ethic, tenacity and team leadership have ensured our telecommunications system is well maintained for our customers.”



CHARLES JOBE was hired in May 1996 as a meter reader and was a dedicated member of the Conway Corp team for 23 years before retiring in September.

“For many years, Conway Corp and the community have been the beneficiary of the dedication, stewardship and excellence Charles brought to work every day,” Chief Financial Officer Tracy Moore said. “I will miss him, but I am grateful to have worked with him. It was a privilege to have such a valued colleague on my team.”



SHARON JOHNSON first joined Conway Corp in 1998 when she was hired as an accounting technician responsible for payroll and accounts payable. After briefly leaving the company in 2005, she was rehired in March 2009 as an account technician in fixed assets.

“We were blessed to have been able to hire Sharon not once, but two different times,” Chief Financial Officer Tracy Moore said. “Sharon’s work was always accurate, timely and appreciated. As much as I admired her dedication to work, it was her joy for life that will remind me of Sharon. She truly made a difference here not only with her work ethic but, more importantly, with her endearing presence.”

WASTEWATER RATE INCREASE APPROVED

The Conway City Council voted in November to ratify a three-step increase on wastewater rates over the next three years.

The increase passed to support the cost of aging infrastructure, growing community needs, infrastructure improvements in conjunction with city street projects, operations and maintenance.

Rates will increase by 15 percent on January 1, 2020, followed by five percent increases on January 1, 2021 and January 1, 2022.

An average customer paying \$38.67 a month for sewer will begin paying \$44.49 a month after the first rate increase. In 2021 it will increase to \$46.72 and to \$49.07 in 2022.

WHAT DOES YOUR WASTEWATER FEE INCLUDE?

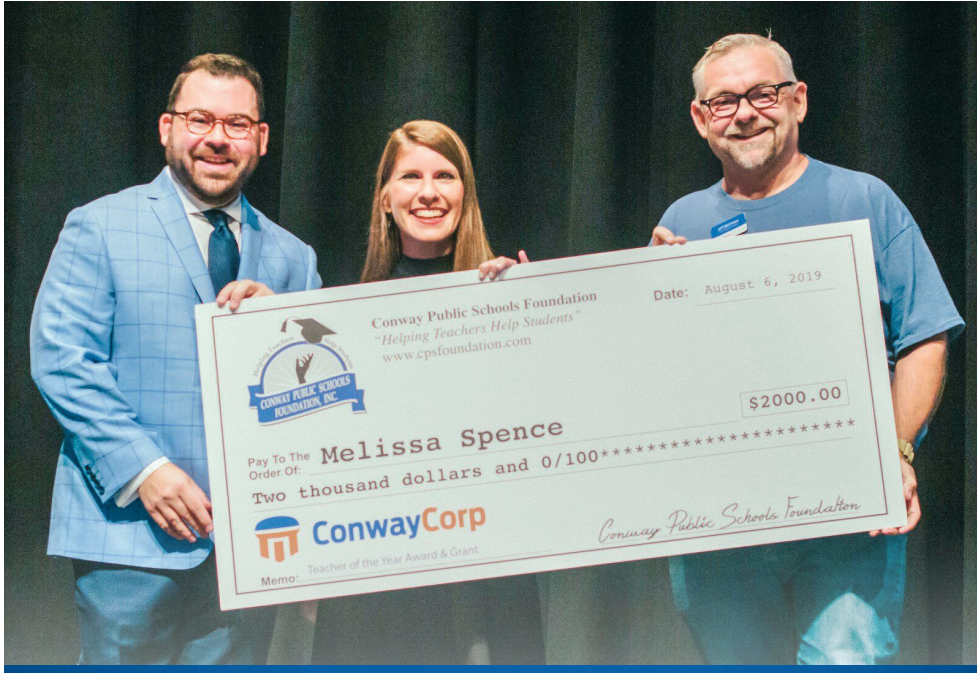
Collection and treatment of wastewater. Also known as sewage, this is what goes down your drain or gets flushed down the toilet.

Other operating costs to run and maintain a wastewater utility, such as personnel, equipment and maintenance.

Capital improvements to keep our sewers and plants in good working condition.

To learn more about Conway Corp wastewater services, call 501-450-6000 or visit ConwayCorp.com.

CONWAY CORP PRESENTS TEACHER OF THE YEAR GRANT



MELISSA SPENCE was recently recognized as the Conway Public Schools' 2020 Teacher of the Year.

Spence, a first-grade teacher at Theodore Jones Elementary, was presented with the award and a \$2,000 grant from Conway Corp at the Conway Public Schools Back-to-School assembly.

In 2013, Conway Corp pledged a \$440,000 gift to endow the award and support Teacher Impact Grants presented by the Conway Public School Foundation.

Conway Corp was established in 1929 as the community faced the threat of losing Hendrix College and Central Baptist College. Bonds in the amount of \$215,000 were issued and given to each of Conway's three colleges, along with the public and parochial schools. Conway Corp has been supporting area education ever since.

BLANEY HILL SOLAR FARM SET FOR 2020 COMPLETION

Starting in 2020, Conway Corp will take Energy Smart to a whole new level with the opening of the Blaney Hill Solar Farm.

Located on the site of the closed Conway landfill, the facility will use solar panels to capture heat from the sun and store energy to use for electricity.

Initially, the solar farm will produce an estimated 1.8 million kilowatts a year, with 32,964,667 kilowatts expected to be produced over 20 years. This will be enough to power more than 150 homes annually, based on the average annual electricity consumption for U.S. residential customers.

Conway Corp is excited to provide a more energy-efficient electricity option for our customers

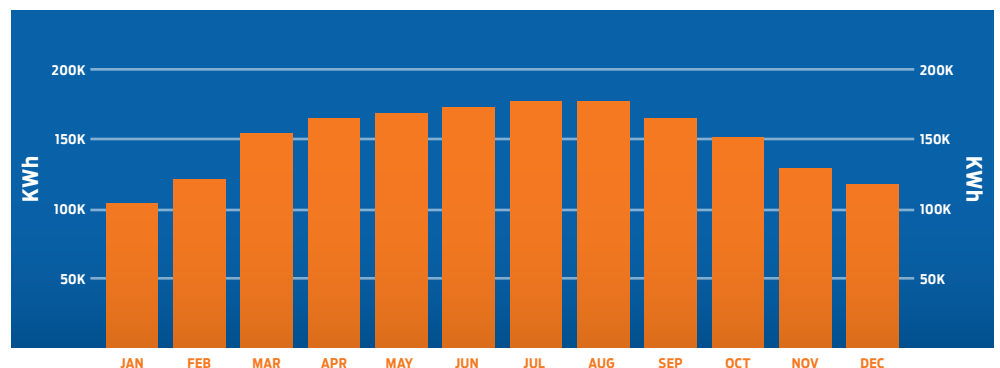
while also playing a role in reducing the city's carbon footprint.

Lifetime power production from Blaney Hill Solar Farm is estimated to reduce the city's carbon

footprint by the equivalent of CO2 emissions from 2,623,045 gallons of gasoline.

Construction for the solar farm is underway and expected to be completed in early 2020.

ANNUAL PRODUCTION BY MONTH



PROTECTING AGAINST CYBERSECURITY THREATS

We take our responsibility to protect our customers' personal information and to provide and maintain essential, reliable utility services very seriously.

While the threat of cyberattacks or hackers is relatively new, a cyberattack could disrupt our utilities or result in a data breach of company or customer information.

Just like we take measures to protect our homes and businesses, it's important to take careful steps to be safe online.

Sensitive information that used to be physically protected can now be stored in the cloud, meaning that cybersecurity is more important than ever.

At Conway Corp, we equip our employees to handle cybersecurity threats through prioritizing risk-management programs, developing contingency plans and employing defense-in-depth techniques to keep the lights on and our information safe.

Breaches in cybersecurity don't always look the same. In fact, they can be so discreet that you don't realize something is abnormal until it's too late.

That's why we have a dedicated information risk and compliance



team to help keep us secure.

As technology evolves, attacks on infrastructure and information are ever-changing, so our team stays up-to-date on industry-proven best practices.

Our employees receive regular cybersecurity training, and we plan and exercise for a variety of situations that could impact our customers' information or our ability to provide essential utility services.

We're dedicated to safeguarding utility services and data. Our cybersecurity experts continually educate themselves on new threats and look for potential problem areas to improve.

We know complacency can make us vulnerable, and seemingly harmless actions can have consequences if caution is not used.

We maintain the highest levels of confidentiality, privacy and security for our customers' data. We secure our data, our processes and our technology to provide the security expected by you – our customers.

You entrust us with your personal information, and keeping that secure is always our top priority.

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

Bret Carroll
Conway Corp
Chief Executive Officer

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