

CONWAY CORPORATION Connected

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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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Customer Care Center to open in Feb.



Conway Corp will begin welcoming customers to its new Customer Care Center mid-February.

"As the company and the services we provide have grown, we have run out of space for both our staff and for servicing customers," CEO Richard Arnold said.

"With the existing building and the new customer care center, we will have room for growth to meet customer needs," Arnold added.

Rik Sowell Architects began working with Conway Corp staff in 2014 to put together a long-term plan to

deal with growth and future needs.

Phase one of the plan included the construction of the new 30,000-square-foot customer care center to serve as the anchor building at the Conway Corp downtown location. The building was built by Nabholz Construction.

The building is three stories of offices with ground floor retail space and customer care space overlooking an outdoor plaza.

The back of the building includes a two-lane drive-thru for customer bill pay.

The second floor is home to billing services and marketing staff offices as well as training space.

The third floor is executive staff offices.

Customers will enter from Locust St., and the new address for Conway Corp will be 650 Locust St.

"We know our customers have had to experience some inconveniences in recent months with changes in parking and the existing drive-thru. We are glad to be nearing an end to that and to be welcoming them to our new offices," Arnold added.



WORKS IN PROGRESS

Conway Corp had fifty-two projects under construction in December. Below is a list of nine major projects:

- College Avenue, St. Joseph – Electric
- Deer Street, Conway Corp Data Center – Electric and Cable
- I-40 Lighting project, Dave Ward Drive to Hwy. 65 – Electric
- Oak Street at I-40, Central Landing Blvd. improvements – Electric, Water, Sewer and Cable
- Quail Creek Subdivision – Electric and Cable
- Sixth Street Improvements and I-40 Overpass – Electric, Water and Cable
- Spencer and Smith Streets, between Markham, Front and VanRonkle – Cable
- Sturgis Road, Acadia Health Meadows Corporate Center – Electric
- United Drive, First Service Bank – Electric

Cable line-up additions, network changes

Recent changes to the AETN offerings are now reflected as a part of Conway Corp's cable offerings. AETN Plus (Channel 175) is now AETN-PBS Kids, and AETN World (Channel 176) has been added to the line-up. AETN World features public TV non-fiction, science, nature, news, public affairs and documentaries. Some programs are time-shifted programs seen on the main AETN-PBS channel such as NOVA, American Experience, PBS NewsHour, Nature, Independent Lens and POV while most programs are unique to WORLD such as Nightly Business Report, Global Voices, AmericaReFramed, Your Voice Your Story, NHK Newline, AfroPoP, Pacific Heartbeat, Focus on Europe, Global 3000, and American Forum. Plus, the Reading Service for the Blind is on secondary audio programming (SAP).

Sinclair Broadcast Group has announced a change in their digital offerings. Sinclair owns the KATV digital networks. Grit TV on chan-

nel 176 will change to Charge TV on Feb. 28. Charge TV will feature MGM films like "James Bond," "Rocky" and "The Magnificent Seven".

The network will also add digital network TBD TV on channel 179. TBD TV will feature a made-for-Internet content from a variety of providers. The channel will have a mix of web series, short films and short-form content involving fashion, comedy, lifestyle, eSports and music, curated by the Dublin-based video aggregation service QYOU.

In April Fox Business News (Channel 174) will move from the digital plus package to the starter package. It will be on channel 87.

"Customers with a cable box will automatically receive changes as they are made," said Marketing Manager Crystal Kemp. "Any television without a cable box will need to be autotuned after the changes to begin picking up new starter package channels."



ENERGY SMART HOMES

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Conway Corp's Energy Smart program offers free residential energy audits to help customers identify how much energy their homes consume and what measures may be taken to make their homes more energy efficient.

The analysis will show a homeowner problems that may, when corrected, save significant amounts of money over time.

A home energy audit is the first step to assess how much energy your home consumes while evaluating what measures you can take to make your home more energy efficient.

To learn more about residential energy audits or our zero percent interest loan program, contact Conway Corp at 501.450.6000 or visit ConwayCorp.com/EnergySmart



ConwayCorp.com/EnergySmart



Employees receive recognition for service, safety

Business Class Services Specialist Technician James Buggs, Lead Cashier Kendra Caines and Senior Lineman Scott Ussery were recently honored by Conway Corp for their outstanding work performance over the past year. Buggs and Caines each received the Customer Service Award presented by CEO Richard Arnold, and Ussery received the Safety Leadership Award presented by Safety Director Steve Plant at the company's annual awards dinner. Buggs and Caines were both nominated by their fellow coworkers for going above and beyond their job duties. One employee commented how many compliments Buggs receives yearly from customers and how professional and courteous he is. Another said Buggs "is an outstanding employee with a great attitude. He is always ready to help and will have a smile on his face. James is very conscientious and courteous and goes the extra mile for our customers." Caines was nominated by one employee for her "excellent customer service skills she always displays with a high degree of integrity and dedication. She always has a positive attitude and is a valuable asset to Conway Corp." Another employee said she "exceeds expectations



Scott Ussery (left), James Buggs and Kendra Caines were recently honored with top employee awards from Conway Corp.

in her job as cashier and leader in her area. She leads her department with encouragement and praise, always having high expectations. While being kind and courteous, she maintains a professional manner with customers. She is always willing to give assistance with any department or situation. Working with her, you can see she takes pride in her job and strives to do what is best for Conway Corp. She has gained the respect of her peers by being the kind, considerate, hardworking and conscientious person that she is." Ussery was

nominated by the entire Electric Department who said as the department's trainer "he is the one who teaches the apprentices the proper safety techniques. He takes the job very seriously. He strives to not only be a leader, but a safe one." Arnold said he was proud to be able to recognize employees who go above and beyond. "We are extremely proud of our employees and want to recognize those who continue to exceed expectations," he said. "The peer nominations submitted make these awards even more meaningful."



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

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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 accepting board of directors nominations

Conway Corp is accepting nominations for board membership. The Conway Corp Board of Directors elects one director annually to serve a seven-year term. Nominees are being accepted for the term to begin May 8, 2017.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8. Nominations should be submitted in writing and include the following information: (1) 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 nominator and nominee, if different.

Nominees must be Conway citizens 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.



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 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 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.



Sexton earns APPA Public Power Customer Service Management certification

Conway Corp Customer Service Manager Jaylene Sexton recently earned her Customer Service Management certification from the American Public Power Association.

To earn the certification, Sexton completed five required courses, passed an online exam and submitted



Jaylene Sexton
Manager, Customer Service

a customer service assessment and plan focused on sustaining the company's culture of outstanding customer service.

"Conway Corp has always been focused on meeting customers' needs," Conway Corp Chief Financial Officer Bret Carroll said. "This APPA program is designed to examine evolving customer preferences and expectations and provide training and guidance on building on our customer service successes. This certification demonstrates Jaylene's leadership, knowledge and skill in this area. We are proud to have her leadership in our customer service department."

Sexton will be recognized at the APPA National Conference scheduled later this year.



THOUGHTS ON PAPER

We love being in downtown Conway and are so glad that our new Customer Care Center could be sited here.

Conway Corporation has had a presence in downtown Conway since our beginning in 1929. Our current offices served as a power generating plant until the early 1980s.

As the community and our services have grown, so have we. For several years, we have dealt with inadequate office space, parking and other issues typically found in an old building.

We recently did a fifteen-year campus master plan and were delighted when it revealed we could effectively address these needs right here in downtown Conway.

We are also very pleased that the Customer Care Center is designed, constructed, finished and furnished by local firms. Sowell Architects produced a beautiful design, and Nabholz

Construction brought it to life. Others provided design finishes, supplied furnishings or accessories. I can't possibly list everyone, but especially must thank Georg Andersen Interior Design, Eric, Rob & Isaac, HSA Engineering, Crafton

Tull, Coleman's Office & School Products and Innerplan Office Interiors. We are blessed that such extraordinary talent resides in Conway.

We call this the Customer Care Center with good reason. The first floor is home to customer-facing operations: the payment center, customer account representatives and call center. Our employees in these areas are intensely focused on exceeding our customers' expectations. This facility and the additional parking will help them do just that.

Yes, we love downtown Conway, but



this facility was constructed because we care about our customers and dedicate this facility to serving you with excellence for many years to come.

Watch for news of an open house event after we open in February. We can't wait for you to come see the building built to serve you!

Richard Arnold
Chief Executive Officer

PEACE OF MIND

⚡ *powered by Conway Corp* ⚡

Conway Corp offers an advanced Security and Automation solution for your home and your business so you have the power to control and secure your property 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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CONWAY CORP TECH HOME

Conway Corp's Tech Home service gives you the peace of mind that comes from having a personal technology department without the expensive cost. In fact, Tech Home Protect is now included with your internet package. Call 450-6000 to activate your Tech Home subscription.

PROTECT

- Web Security for computers, phones & tablets
 - Anti-theft for your phone or tablet
- Keep files & photos safe with 5 GB of storage
 - Convenient password keeper
- One desktop & one mobile device

FREE

Add one desktop \$4.95 month
Add mobile device \$1.95 month

PROTECT PLUS

- Web Security for computers, phones & tablets
 - Anti-theft for your phone or tablet
- Keep files & photos safe with 50 GB of storage
 - Convenient password keeper
- Covers four devices - desktop or mobile

\$9⁹⁵ MONTH

Add one desktop \$4.95 month
Add mobile device \$1.95 month

SUPPORT

- Unlimited Premium Technical Support
 - 24/7 US-based customer service
 - Setup, support & troubleshooting
 - Home Network Management
- Protect on four devices plus 50 GB storage

\$14⁹⁵ MONTH

Add one desktop \$4.95 month
Add mobile device \$1.95 month



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