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Conway Corp Newsletter

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Powering Conway since 1929.

Conway Corp Retirees

With more than 55 years of combined service, Keck and Moore retire. | **P. 2**

Outstanding Employees

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

Cablefax Powerful Women

Chief Marketing Officer Crystal Kemp earns national recognition. | **P. 4**



Utility Worker Chad Butler, Senior Foreman Ronnie Davis and Utility Worker Mark Bickford.

Conway's primary source of water is Brewer Lake, a 28,900 acre-feet lake located near Plumerville. We have on-site employees who oversee the operation of the lake, and our crews are focusing on helping the watershed stay healthy by looking at timber management and stabilization of the lake banks. We recently planted more than 3,000 bald cypress trees around the lake banks to help protect the lake and maintain a high quality of water for our community.



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CONWAY CORP HONORS RETIREES

Jim Moore, 34 years

Electric Distribution System Manager Jim Moore retired December 31, 2020 after dedicating more than 34 years of service to Conway Corp.

Jim was hired as a senior meterman in 1986 and was promoted to foreman in the electric department in 2000. He was promoted to assistant superintendent in 2003 and to his current position in April 2013.

“Jim developed a department that is second to none,” Chief Operating Officer Greg Dell said. “We have one of the best – if not the best – electric departments in the nation. He will be missed, but he has developed his crews so they will continue to thrive and serve customers.”



Judy Keck, 21 years

Utility Worker Judy Keck retired in September 2020 after spending more than 21 years helping provide safe, clean drinking water to the Conway community.

Judy was hired in 1999 as a utility worker apprentice in the water department. She was promoted in 2002 to utility worker and has worked in that position for the last 18 years.

“Judy always brought a positive attitude to the team and strives to put customer service and safety as her top priority,” Water Systems Manager Lee Tedford said. “Judy would always give one hundred percent each and every day in order to ensure her jobs were completed in a timely manner.”



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 Technical Lead/Database Administrator Brian Eggert, Plant Maintenance Worker Kody Miller and Business Class Service Specialist Justin Moore with awards for their exemplary work performance.

Brian 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 Brian was nominated by his fellow co-workers for going above and beyond in 2020.

One nomination for Brian said, "Our Technology Department plays a huge role in our day-to-day tasks and although it takes a team, there is still one person who has to get it started. Brian works with all departments, outside developers and is dedicated to fulfilling Conway Corp's mission. He has lead the development of numerous projects including myConwayCorp and ConwayCorpTV."

Kody 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, "At the wastewater plant, there are times an employee needs to enter tanks that are only big enough to hold one person, have limited means of access and were not meant for continuous human occupancy. It's dangerous work, and Kody always takes the time to contact the Conway Fire Department and Conway Corp Safety Team when an employee is making a confined space entry providing the location and estimated completion time."

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

One nomination for Justin said, "When Covid-19 first hit, we were faced with the discomfort of no longer being able to assist customers inside their businesses. We understand these customers rely on telecommunication services for their livelihood. While we stopped going into homes, Justin stepped up to ensure our business customers received the same level of service they did pre-pandemic. Justin entered doctor offices and hospitals and had to isolate during this time. Because of his dedication, we were able to address our business customer needs in a timely manner."



Brian Eggert
Technical Lead/Database Administrator
Tower of Excellence Award



Kody Miller
Plant Maintenance Worker
Safety Leadership Award



Justin Moore
Business Class Services Specialist
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, 2021.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2021. 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.

CMO CRYSTAL KEMP NATIONALLY RECOGNIZED

Conway Corp Chief Marketing Officer Crystal Kemp has been named to Cablefax Magazine's annual list of powerful women in the cable and internet industry for 2020.

Crystal is featured in the marketing category of the publication's "Most Powerful Women 2020" issue published December 2020. Cablefax Magazine provides coverage of business developments affecting the cable, broadband and digital markets. They have highlighted women in the industry for more than a decade, honoring executives who are breaking through the glass ceiling while pulling other women up with them.

"This issue is filled with fearless leaders who have not only persisted, but have thrived during this challenging year," Cablefax Editorial Director Amy Maclean said. "Many have helped others along the way. None of us knows what 2021 will bring, but when I look at all these savvy, compassionate women blazing trails, I can only feel optimistic."

When asked about her proudest moment during the pandemic, Crystal told Cablefax editors, "I am proud of how our teams rose to the occasion to serve our customers and one another while adjusting to a whole new way of delivering service. I have truly felt honored to serve our teams in any way I can – going to work every day to make sure they had what they need to be safe and to effectively serve our customers. It has been one of the most challenging and also rewarding of my leadership experiences."

Crystal was also honored locally with the Women in Business 2020 Diamond Achievement Award by the Conway Area Chamber of Commerce. The award is presented to a woman with at least 25 years of professional experience who has inspired and empowered generations of women and has had a positive impact on those in her profession and in the community.



REMEMBERING BEN SPANGLER



We are profoundly saddened at the unexpected death of our friend and colleague Ben Spangler in November 2020.

Ben had an immediate positive impact when he joined Conway Corp in August 2010 as Business Systems and End User Support Administrator. He was responsible for making sure our internal technology worked properly, but he was quick to volunteer and lend a helping hand with any project. Ben served others, and his spirit spread joy to everyone in the company.

In 2015, Ben won the company's annual Customer Service Award. He was nominated by his co-workers for going above and beyond his job duties and was the first employee at Conway Corp to win the award for internal customer service.

Ben gave energy, commitment and inspiration to his staff and his fellow coworkers. He was a good leader to his team, a loving husband to his wife and a devoted father and grandfather. He was also a great friend and colleague. He was known for his smile, his love of fishing and maybe most of all his matching neon shirts and shoes.

Ben was a huge part of our Conway Corp family, and his passing deeply affects us all. His impact on our company and the entire Conway community was great, and we will miss him.

A LOOK BACK: OUR 2020 COVID RESPONSE

Utility companies like Conway Corp have a strong track record when it comes to preparing for emergencies. As a provider of critical infrastructure, we are constantly planning for and preparing to respond to many foreseeable hazards, natural disasters, cyber incidents and power outages.

While we remain committed to continue providing electric, water, wastewater and telecommunication services to our community, COVID-19 has added a distinctive twist including the potential of widespread quarantines, workforce disruptions and travel restrictions that had the potential to complicate our previously tested continuity plans.

As we reach the end of one of the most unusual and challenging years in recent memory, I want to thank our employees for going the extra mile so we can continue providing our customers safe and reliable services. While the days ahead will still look different than what we're all used to, our teams are prepared.

We've taken significant steps to keep our employees safe and healthy. Our linemen, plant workers and other critical employees are working in smaller teams, practicing physical distancing, wearing facial



coverings when physical distancing is not possible, monitoring themselves for symptoms and taking other prevention measures recommended by the Centers for Disease Control and Prevention.

Conway Corp employees who can work from home continue to do so to help minimize contact for all employees, and many of our employees are staging from home rather than congregating in the office.

We have not set a timeline for returning to the workplace but are monitoring key health information and government recommendations. Once we do begin transitioning back to the workplace, we have

strict guidelines in place to help keep everyone safe.

Our Customer Care Center remains closed, but we are hopeful to reopen in 2021 as the vaccine is more widely distributed.

In the meantime, we continue to carry out our day-to-day responsibilities, and our employees continue to go above and beyond to serve our community.

Bret Carroll
Conway Corp
Chief Executive Officer

MANAGED WIFI



Transform your internet experience with Conway Corp Managed WiFi - Powered by Plume. Get ultra-fast, consistent connectivity across every room. Our mesh network continuously learns and performs self optimizations to keep things running smoothly. With our Managed WiFi, buffering and dead spots are a thing of the past.

- **Enhanced WiFi capabilities that provide full-strength, uninterrupted connectivity to every device and room in your home.**
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