

CONWAY CORPORATION Connected

SUMMER 2016 · VOLUME TWENTY-SEVEN NUMBER 3



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Crystal Kemp

CEO

Richard Arnold

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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How power is restored after an outage

When the power goes out, restoring it safely and quickly is Conway Corp's number one priority.

When a power outage occurs, Conway Corp's first priority is public safety. We then work our way down the line making repairs, prioritizing the jobs at each step in order to help the most people.

When crews are notified of an outage, they immediately assess the situation and follow specific steps to restore power as quickly and safely as possible:

Protect Public Safety

Safety always comes first when dealing with electricity. Our top priority is to clear downed power lines that pose a public safety hazard, and crews give immediate attention to dangerous situations such as power lines on roadways or streets. Sometimes, tree branches or limbs must be cleared from the area before repairs can be made. In addition, Conway Corp also prioritizes public health and safety facilities such as hospitals or police and fire stations, ensuring they have power first.

Repair Distribution

Substations Substations are the next critical link in the chain, and these repairs are the next highest priority.

Substations receive power from transmission lines and act as a distribution and switching system for residential and business consumption in the city. Each substation serves thousands and must be repaired before they can supply power down the line to individual residences.

Repair Main Lines

Main lines carry power from substations to neighborhoods or large areas, and are the primary power lines leaving the substation. These are typically the lines affected when you are having a power outage at your home.

Repair Tap Lines Tap lines are smaller lines that branch off from the main lines to deliver power to smaller groups down individual streets.

They connect to transformers mounted on poles or are placed on pads underground.

Repair Individual

Connections Once repairs to the larger system are complete, crews can begin working on damage to an individual service connection. These are the lines running

directly to a home from a transformer. This is the most difficult and time-consuming step because crews must visit individual homes and properties in order to repair lines, poles and equipment to a single dwelling. This is why



it's also important to report your outage to Conway Corp, because crews may not be aware of damage on your individual connection or that your home is still without power once power is restored across the city.

The best way for customers to report an electric outage is to notify us via telephone at 501-450-6000. If phone lines are busy due to high call volume, customers can report at conwaycorp.com/outage.

When a major outage occurs, visit conwaycorp.com updates or follow us on Facebook or Twitter for updates.

WORKS IN PROGRESS

Conway Corporation had fifty projects under construction in July. Below is a list of the nine major projects:

- Amity Road, Sam's Club – Water, Sewer and Cable
- Bronnie Lane, Baptist Health – Electric and Cable
- Castleberry Meadows – Electric and Cable
- Central Landing – Water and Sewer
- Donaghey Ave. , South & Favre Ln., Utility relocation – Electric
- Fountain Dr. , Central Ark. Pediatrics – Cable
- Conway Schools, Ida Burns expansion/Practice Facility – Electric and Cable
- North Woods Estates, Hwy. 25 – Cable
- UCA, Donaghey Corridor – Electric, Water, Sewer and Cable



Education powered by Conway Corp

In 1929, the citizens of Conway banded together and created a unique vision. In the grips of the Great Depression, bonds were sold to create Conway Corp out of the city's electric utility revenues to generate enough money to keep Hendrix College and Central Baptist College in the city.

Conway Corp has been linked with education ever since, as what started at \$215,000 of bonds has grown into millions of dollars invested and reinvested time and time again to power education, students and opportunities in our community over the last 87 years.

“Education has the power to change lives, and just like our own employees need the right tools for the job, students need the right tools in order to be successful,” Conway Corp CEO Richard Arnold said. “Conway Corp is dedicated to this community and committed to furthering education in our city through a wide variety of education-related initiatives.”

Conway Corp provides

world-class digital technology to our local schools and universities along with scholarships, grants, educational outreach and more. Since 2010, Conway Corp has given more than \$4,000 in scholarships to the Single



Parent Scholarship Fund of Faulkner County and has given more than \$600,000 in endowed scholarships to local students who attend the University of Central Arkansas, Central Baptist College and Hendrix since 2008. Conway Corp provides additional scholarships every year including 5 Sports scholarships awards to local student athletes for their performance on the field and in the classroom.

In addition, Conway Corp employees provide educational outreach at community events including Toad Suck Daze and at school events like field days and enrich-

see Education, page 5 ▶

visit ConwayCorp.com for links to:



Three long time Conway Corp employees set to retire



Paul Jones **Sr. Damage Prevention Technician**

Paul Jones has been a part of the Conway Corp family for more than 26 years. He joined Conway Corp as a part of its water department where he spent four years as an inspector for wastewater and water before becoming a locator in the company's materials and fleet operations department.

Jones is retiring from the company to return to his first love – plumbing.

"I've been a plumber since 1985," Jones said. "My dad was a plumber, and I've just always had a passion for it."

Jones has been hired as plumbing inspector for the City of Conway.

"Leaving Conway Corp was a hard decision, but this was a good opportunity and a good fit. I am able to do this because of Conway Corp and my career here."

Jones said he would have about one week of retirement before reporting to his new job.

"Working in locating and damage prevention is a great job. I have had the chance to work with all departments, not just one area. I'll miss the

day-to-day interaction with all those guys. There are lots of good times, good memories and good friends."

Roger Warren **Dispatch/Utility Worker**

After 23 years with Conway Corp, Roger Warren says he is looking forward to knocking the dust off his fishing rods and to traveling to different parts of the country.

"I will not set an alarm," he said.

Warren spent several years working

for Hiegel Supply in their plumbing/ electric and then at Massey Hardware before joining Conway Corp serving in the company warehouse to make sure electric, water and cable crews have the supplies they need to do their jobs.

"There have been a lot changes in 23 years," Warren said. "The growth in the community and changes in technology and in the services we offer have kept things busy in the warehouse."

Warren is looking forward to retirement.

"I want to get a travel trailer and head west. Just see how I like it. But I will miss the camaraderie. We are brothers down here," he said. "Interacting with all departments is something that I have enjoyed."

Ricky Worm **Damage Prevention Technician**

Ricky Worm joined Conway Corp in 1993 as an electric groundman and has served as a locator since 1999.

"Conway has grown tremendously," Worm said. "There was lots of locating to be done with that growth."

"Being a locator is a very enjoyable

see Retirement, page 6 



Conway students encouraged to enter Energy Smart contest

Electricity powers our lives, and Conway Corp has been powering our community since 1929. We're proud to provide a dependable and reliable service to our community. As essential as it is to our everyday lives, electricity is often taken for granted. Plug in a cord, flip a switch, turn a knob – it's always there. We all rely on a growing number of appliances every day but rarely recognize

and appreciate the value of electricity. Consider a chargeable gadget like your cell phone, the clock radio that jolts you awake or the TV that brings you the latest news. The water heater that keeps your shower hot and the refrigerator that keeps your soft drinks cold. The automatic sprinkler system that keeps your lawn green and the toaster that turns your bread a crisp, golden brown. The washing machine that sends you off in clean clothes and the automatic garage door that welcomes you safely home – all powered by Conway Corp.

Conway Corp is inviting students to show us how Conway Corp powers their life by entering the fourth annual Conway Corp Energy Smart Poster and Essay Contest.

The poster contest is open to students K-4th grade in Conway. Students should use their imagination to create a drawing colored with crayons, markers, colored pencils or paints to illustrate the 2016 contest theme, "My Life, Powered by Conway Corp."

Entries will be judged on creativity and theme representation. Prizes will be awarded for first, second and third place winners. The classroom of the overall winner will also be awarded \$100 in that student's name along with a Conway Corp pizza party.

The essay contest is open to students 5th-12th grade in Conway. Students should submit a typed essay of 500 to 1,000 words on the 2016 contest theme, "My Life, Powered by Conway Corp."

Entries will be judged on content and syntax. Cash prizes and trophies will be awarded for first, second and third place winners in two age categories: 5th-7th grade and 8th-12th grade.

All entries should be submitted to participating teachers or postmarked to Conway Corp, 1307 Prairie Street, Conway, AR 72034 by Friday, September 30. Essay entries can be shared via Google Docs or emailed to marketing@myconwaycorp.tv. Visit ConwayCorp.com/EnergySmartContest for details.



Woodrow Cummins Elementary third grader Tori Worley won first place in the 2015 poster contest with this entry.

Conway Corp to broadcast Wampus Cat Football in HD

Conway Corp has been broadcasting Wampus Cat football for sixteen years and this year is proud to announce the addition of high definition broadcasts to the viewing options for Wampus Cat games.

"Fans will love seeing the Wampus Cats in HD," Conway Corp Marketing Manager Crystal Kemp said. "The pageantry of high school football on Friday nights – the teams, the bands, the spirit squads – all of it looks great in HD, and we are proud to bring that to Wampus Cat fans."

Rebroadcasts of Wampus Cat games will be available in HD on Conway Corp Channel 585 and the 5 Sports YouTube channel and in SD on Conway

Corp Channel 5 and Video OnDemand.

Also this season, live broadcasts of Conway's road games are available with WampusCats2Go on YouTube through any internet connected device.

Jeff Matthews returns for his sixteenth season as play-by-play announcer. New this season he will be joined in the booth by Levi Gilbert as color commentator.

"I'm looking forward to working with Levi during the football season," Matthews said. "He is a talented journalist and has covered the Wampus Cats for the last decade. He did a great job on our basketball broadcasts in the spring and will bring an exciting new perspec-



Join Jeff Matthews and Levi Gilbert for Wampus Cat Football on Conway Corp Channel 5, HD channel 585 and Wampus Cats 2 Go. tive to our football broadcasts."

Replays of all games will be shown on Channel 5 and 585 at 2 and 7 p.m. Saturday and 8 p.m. Thursday and anytime on Conway Corp Local OnDemand Channel 200. Conway Regional Health System will serve as the 5 Sports sponsor for the season.

For more information about Channel 5 Sports, visit ConwayCorp.com/Channel5.

THOUGHTS ON PAPER

Conway Corp was born of innovation...supporting higher education when the Great Depression threatened Conway remaining home to Hendrix College and Central Baptist College. We also have a rich history of delivering innovative utility and technology services. We are excited about several things we will be making available later this year.

Conway Corp was just the fifth provider in North America to offer internet service via cable modem at the time we launched in 1997. Chief Executive Officer William Hegeman had the vision to rebuild our one-way hybrid-fiber coaxial system into a two-way system while increasing our bandwidth to facilitate our broadband initiative. That was almost twenty years ago now and today the internet is an essential service for most in our community. Conway Corp

remains committed to upgrading our network and services to meet our customers' needs now and into the future.

For the past few years, we have made strategic improvements in our infrastructure in preparation for that future.

I am very pleased to announce our plans to launch gigabit per second-capable internet service for residential customers later this year. Using a 32-channel cable modem, customers will be able to experience download speeds that were once only possible with a direct fiber connection!

We also recognize that we are uniquely able to provide other support services which can enhance your enjoyment of your internet service. So, in addition to increased internet speeds, we




will also be offering a Tech Home solution to internet customers. This suite of services will include things like web security services for phones and tablets, a password keeper, home network management and much more.

At Conway Corp, we are always looking for ways to better serve you and our community.

A handwritten signature in black ink, which appears to read 'Richard Arnold'.

Richard Arnold
Chief Executive Officer

Education  continued from page 2
ment programs to talk about electric safety, being energy smart and even Internet safety tips and tools. Conway Corp is proud to recognize the Conway Public Schools' Teacher of the Year each year and support the Conway Public Schools Foundation with teacher grants.

Conway Corp's Energy Smart program hosts an annual art and essay contest to encourage students to start thinking about energy conservation and powering an energy smart future. The contest is open to K-12 students who

live in the Conway Corp service area with cash prizes awarded to both the winning student and school.

Most recently, Conway Corp pledged \$3 million to UCA for the construction of a new science center. The 50,000 square-foot addition to the Lewis Science Center will be called the Conway Corporation Center for Sciences, will be LEED certified and will hold teaching, research and laboratory space to accommodate current and future students. The building is nearing completion and will open for students in January 2017.

In 1929, Conway leaders built a framework to benefit future generations over and over again. They created an opportunity powered by Conway Corp and its commitment to our community. Since then, Conway Corp and our employees have worked to honor that commitment and make a difference in the place we call home by continuing our legacy of supporting education. We proudly continue the efforts of our leaders in 1929 who captured the spirit of Conway and created a vision of education powered by Conway Corp.

PEACE OF MIND

⚡ powered by Conway Corp ⚡

Conway Corp offers an advanced Home Security and Automation solution so you have the power to control and secure your home 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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Retirement 📖 continued from page 3

job,” he added. “The only thing a locator dislikes is fences. I’m too old to jump fences.”

Worm says he loves to hunt and to fish and is looking forward to having more time for that. He also owns a Cub airplane with his brother and nephew.

“If you see an old yellow airplane pattering around, it might be me.”

“I’m just going to settle in to retirement. Do whatever the wife tells me to do.”

“I will miss the guys,” Worm said. “Conway Corp is like a family. The worse things are – like working a storm – the more we come together.”

