

# Connected

CONWAY CORPORATION

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This newsletter is published quarterly by Conway Corporation, operators of the city-owned electric, electronic and water systems. Conway Corporation 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.

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## Data center nearing completion



Conway Corporation's 5,700 square-foot data center is expected to be completed in March.

Construction began in February 2014 on the facility located on the Prairie Street campus in downtown Conway. The center will serve as the master facility receiving television signals for processing and distribution over the cable system, and will support the equipment necessary to deliver digital video, Internet and telephone services for Conway Corporation residential and business products.

"Our current facility is 800 square feet and was built in the 1960s as a service garage," Chief Executive Officer Richard Arnold said. "It has been used since the launch of cable service in the 1980s to house our cable service equipment."

"As technology continues to change and advance, we needed a facility that would allow us to continue to keep pace with those advances and to protect the equipment used to provide the vital services to our customers."

The expanded facility will include sixty-four racks of

technical equipment and can support 750 kilowatts (kW) of critical load.

With a fully redundant environmental control system, along with dual alternate power sources, equipment is better protected and backups are in place in case of a failure in one of those systems.

The building is FEMA rated and built to withstand winds up to 250 miles per hour.

Conway Corporation technology staff anticipate it will take nine to twelve months to move the current operation to the new facility.

# WORKS in Progress

Conway Corporation had thirty-four projects under construction in January. Below is a list of the eleven major projects:

- Circuit D104 Rebuild, Donaghey Substation to Dave Ward Drive – Electric
- Conway Corporation Data Center, 1308 Deer Street – Water, Sewer and Cable
- Conway Donaghey Substation – Electric
- Cottages of Conway - East German Lane at Rumker Road – Electric and Cable
- Dave Ward & Farris Road - Second Baptist Church Phase 2 – Electric and Cable
- 1155 Exchange Avenue – Electric, Water, Sewer and Cable
- 3499 Lollie Road - Conway Municipal Airport Terminal – Cable
- Orchard at Round Mountain Subdivision – Electric and Cable
- Salem Woods - S. Salem Road – Electric, Water, Sewer and Cable
- Tupelo Bayou Wastewater Treatment Plant – Water and Sewer
- Tupelo Bayou Conveyance – Sewer
- UCA Greek Village – Electric, Water, Sewer and Cable

## Conway Corporation pledges gift to UCA Lewis Science Center renovation

Conway Corporation's Board of Directors recently approved and pledged \$3 million to the University of Central Arkansas for the construction and renovation of the Lewis Science Center.

"Conway Corporation has at its foundation the support of higher education in our community. We were founded for this purpose in 1929 and are proud to continue that tradition," Conway Corporation's CEO Richard Arnold said.

"We realize the importance of the University of Central Arkansas to Conway. This gift will help continue to make UCA a premier institution of regional prominence. It will also enable the University to focus on providing a quality academic infrastructure for its students and faculty."

The Lewis Science Center expansion includes a 50,000 square-foot addition for teaching and laboratory space to accommodate current and future teaching methods.

The redesign will also include improvements in equipment efficiency and energy utilization with LEED certification.

"This gift from Conway Corporation is one of the most significant developments in the history of the University," UCA President Tom Courtway said. "These funds will enhance Lewis Science Center and will help provide state-of-the-art laboratories and scientific

facilities for our students. It is another manifestation of why Conway Corporation was founded and continues the strong tradition of its support to higher education in Conway."

The gift will be paid out at approximately \$600,000 per year over five years, beginning in 2016.

Conway Corporation was established in 1929 as the Conway community faced the threat of losing Hendrix College and Central Baptist College.

In June of that year, Conway Corporation was given the lease to operate the city's electric light plan and franchise. Bonds were issued in the amount of \$215,000 and given to each of the three Conway colleges, along with the community's public and parochial schools.

Since then, Conway Corporation has continued its strong commitment to all levels of education in the community.

"Conway Corporation recognized in the beginning and recognizes now, the importance of higher education to our local economy," Conway Corporation's Board of Directors Chairman Bill Adkisson said. "The improvements and construction planned for the Lewis Science Center are of strategic importance for the University and Conway."

Groundbreaking for the new expansion will be Spring 2015, and it will be ready for students in January 2017.



Groundbreaking for the Lewis Science Center Expansion is scheduled for Spring 2015, and it will be ready for students in January 2017.

# Conway Corporation accepting board of director nominations

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

Nominations will be accepted at the office of the Chief Executive Officer, 1307 Prairie 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 mak-

ing 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 1307 Prairie 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.

## Justice Network added to cable package

Justice Network was added to Conway Corporation's lineup on digital channel 172 in January.

Hosted by Emmy award-winning broadcaster John Walsh, the network features stories of true crime and aims to make communities safer by empowering viewers to take action. Working in partnership with Crime Stoppers USA, The National Center for Missing and Exploited Children, and other law enforcement agencies, the Justice Network dedicates 90 seconds to public service every hour, 24 hours a day, 365 days a year. This includes 30 seconds to the most wanted fugitives, 30 seconds to help locate missing children, and 30 seconds to providing viewers with invaluable safety tips.

Additionally, Justice Network has a range of entertaining programming and gripping stories of true mystery. This compelling content includes popular series such as *Body of Evidence*, *Masterminds*, *The Investigators*, *Psychic Detectives, I, Detective*, *LA Forensics*, *Missing Persons Unit*, *Murder by the Book*, *Parco P.I.*, *Locked Up Abroad*, *Alaska State Troopers*, *Extreme Evidence*, *North Mission Road*, *Haunting Evidence*, *Over the Limit* and *Dominick Dunne's Power Privilege and Justice*.



# Free energy audits available

Conway Corporation offers a free energy audit to its residential and small commercial electric customers interested in identifying how much energy their homes consume and what measures may be taken to make their home or business more energy efficient. The analysis will show problems that may, when corrected, save significant amounts of money over time.

A Conway Corporation certified energy professional will perform a walk-through inspection of a home or business, using a variety of techniques and equipment to determine the energy-efficiency level. The inspection will help a customer understand the efficiency of their home's heating and cooling systems, look at how sound windows and doors are, inspect insulation levels, show ways to conserve electricity, and help identify leaks in the home.

An energy audit looks at several specific features of your home including your home's thermal envelope: walls, ceilings, floors, doors, windows and skylights. Each of these has a specific R-value, which is a measurement of the resistance to heat flow. The higher the resistance – or R-value – the better the

insulation quality. Another factor is the leakage rate or how much outside air infiltrates your home. Drafty doors and windows are the primary culprits here; however, other features of your home's construction including age, orientation to the sun and physical condition will have an effect. A third area to look at is your home's mechanical system – the heating/ventilation/air condition as well as the heating water.

Maintaining an energy-efficient home or business can help control utility costs while providing comfortable living conditions. An energy auditor can pinpoint where energy is being lost and give tips to correct those problems.

To qualify for a free, walk-through energy audit, you must be a Conway Corporation residential electric customer and single-family homeowner. Renters must have the written permission of the property owner to participate. Small business owners should contact Conway Corporation to qualify for a free energy audit.

Call 501-450-6000 to schedule a free energy audit and let Conway Corporation help you learn how to make changes for greater energy efficiency.



## Save money with an Energy Smart Home

Conway Corporation Energy Smart recognized homes are built to save energy and lower utility costs while increasing comfort. Energy Smart builders adhere to stringent construction and equipment guidelines recognized by the U.S. Department of Energy to build homes 20 to 30 percent more efficient than the standard home built.

Following is a list of builders who are actively participating in the Energy Smart builder program:

- Acadian Homes
- Atkinson Homes
- Brock Custom Homes
- Cameron Homes
- Conway Custom Builders
- Elms-Clowers Construction
- Greek Miller Construction
- Daniel Greeson Construction
- Hambuchen Custom Homes
- Jacob Longing Construction
- Jengel Construction
- Keller Johnson Builders
- Kordsmeier Home Builders
- Greg Lock Construction
- Lucas and Brown Properties
- Mallard Homes
- McConnell Custom Homes
- Moix Construction
- Luke Porter, Inc.
- Priester Custom Homes
- Rush-Hal Properties
- Salter Construction
- Shaver Construction
- Thornton Home Builders

## Make your home Energy Smart

Schedule your residential energy audit during the month of March and receive a

**free programmable thermostat.\***



\*Audit must be complete by May 15, 2015. Thermostat will be delivered at time of audit.

# THOUGHTS on Paper

As we begin 2015, it is a good time to reflect on some of the things accomplished at Conway Corporation in 2014:

## ELECTRIC

2014 was Conway Corporation's first year operating in a regional electric market for our power supply. Also in 2014, we completed all arrangements to become more active in the regional electric market. Starting January 1, 2015, The Energy Authority, a non-profit company owned by public power companies similar to Conway Corporation, is helping us optimize our power supply arrangements.

Conway Corporation recognized fifty-two percent of all new homes permitted in Conway in 2014 as Energy Smart Homes. Energy Smart homes use 20 to 30 percent less energy than homes built to conventional standards. We completed 576 residential energy audits in 2014.

In the area of electric distribution, a second 50 MVA transformer was added at Donaghey Substation, and engineering is underway for a new 100 MVA substation at Middle Road and S. German Lane.

## WATER

We completed a \$1 million construction project at our water plant to

meet new regulations put in place by the Environmental Protection Agency's Stage 2 Disinfection By-product Rule.

## WASTEWATER

Construction of the new \$66 million Tupelo Bayou Wastewater Treatment Plant on Lollie Road in southwest Conway was completed. It came online in September 2014.

We also completed a sewer line project to replace 9.7 miles of aging pipe.

## CABLE

In February 2014, we began construction on our new data center. Construction on the facility is now 90 percent complete. (see front page article)

Cable television saw the growth of our TV Everywhere offerings and the addition of SEC Network and several new HD channels.

Our local programming department provided live streaming coverage of Wampus Cat football for the first time in November.

## CUSTOMER SUPPORT

Conway Corporation launched a new responsive design of its conwaycorp.com website in late October. The new site, the first major redesign since 2006, adapts for optimum viewing across all devices including



Electric Department crews had several projects in 2014 reconductoring circuits. Reconductoring upgrades the current carrying capacity of distribution line circuits.

desktops, laptops, tablets and smartphones.

We also expanded the myConway-Corp offerings by adding push notifications, bill payment options and launched the app for Android devices.

It is our mission to exceed your 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. We are proud to provide these services to our customers and look forward to serving you in 2015.

Richard Arnold  
Chief Executive Officer



## You could be watching TV through your laptop, tablet and even your smartphone!

Catch the newest series episodes, hottest sports, breaking news and special events. Live and on demand. Anytime. Anywhere you have Internet access. On the best screen available. The TV Everywhere viewing experience is a benefit of your current cable TV subscription and now features more than 50 networks. No additional cost.

Subscribers can sign in with their TV Everywhere user ID and password, make their viewing selection and begin watching. Don't have a TV Everywhere account? Visit [conwaycorp.com/services/cable](http://conwaycorp.com/services/cable) and click on the TV Everywhere tab to create one.



**myConwayCorp**

Available online,  
for Android and for iPhone

- View and pay your current bill
- View previous bills & payment history
- Check your monthly electricity & water usage
- Upgrade your services with the touch of a button
- Save money with energy efficiency tips
- Connect with us through Facebook & Twitter
- Contact us via phone or email



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## Data center

In the coming months, Conway Corporation will utilize its overnight maintenance window (1 - 5 a.m.) to move equipment from the existing facility to the new data center. “We are working to minimize the impact of any outages that may come as a result of the move,” Arnold said.

“We are extremely proud of this data center and how it will help us continue to deliver reliable and innovative technology services to our customers.”



Conway Corporation's new data center is constructed to withstand winds up to 250 miles per hour.