

CONWAY CORPORATION Connected

WINTER 2016 · VOLUME TWENTY-SEVEN NUMBER 1



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CEO

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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

P.O. Box 99 – Conway, AR 72033
ConwayCorp.com – 501.450.6000



Conway Corp launches Home Security and Automation services



License Number: AR 0002272

Home security and home automation service is now available through Conway Corp for residential customers.

Conway Corp is offering two packages to customers – security only or security with home automation options.

The home automation package gives customers the ability to create personalized settings with motion detectors, sensors, light controls, cameras and more, all managed from a wireless touch screen or mobile phone.

The security package is \$34.99 a month, plus equipment and installation.

The home automation package is \$44.99 per month, plus equipment and installation. A 36-month monitoring agreement is required.

Following are some of the available items:

- Smoke Detectors
- Carbon Monoxide Detectors
- Motion Detectors
- Door & Window Sensors
- Glass Breakage Sensors
- Indoor & Outdoor Cameras

- Thermostats
- Lamp Modules

Conway Corp technicians are available to do a site inspection and help customers with their package selection.

Visit ConwayCorp.com and click on the security icon or call 501-450-6000 to receive more information.

(Customers who schedule installation by Friday, April 15 can receive first two months of service free. See page 2 for details.)

WORKS IN PROGRESS

Conway Corporation had forty-three projects under construction in January. Below is a list of the ten major projects:

- College Ave., Tucker Creek Veterinary Clinic – Cable
- Dave Ward Dr. & Amity Rd., Lewis Property – Electric, Water, Sewer and Cable
- Deer St., Conway Corp Headend – Electric and Cable
- Mayor Ln., Lift Station upgrade – Electric and Sewer
- Middle Road Substation – Electric
- Oak St. at I-40, Central Landing Blvd. improvements – Electric and Cable
- Oak St., B K Dean Subdivision – Electric, Water and Cable
- Sixth St., I-40 Overpass – Electric, Water, Sewer and Cable
- Spruce St. between Factory and Hamilton – Water and Sewer
- Torreyson and Donaghey, UCA Bandwidth upgrade – Cable

New networks coming in April; Autotuning required for televisions with no cable box

Conway Corp will add three new networks to its cable offerings on Tuesday, April 12. BBC World News and IFC will be added to the Digital Plus package, and SundanceTV will be added to the starter package.

In addition, WE tv, currently available as a part of the Digital Plus package on channel 104, will move to the starter package on channel 85.

“Customers with a cable box will automatically receive the changes,” said Marketing Manager Crystal Kemp. “Any television without a cable box will need to be autotuned on April 12 to begin picking up new starter package channels.”

SundanceTV will be added to the starter package on channel 86 and will be simulcast in HD on channel 593.

Since its launch in 1996, SundanceTV has remained true to founder Robert Redford’s mission to celebrate creativity and distinctive storytelling through unique voices and narratives found in the best independent films.

IFC will be added to the Digital Plus package on channel 135.

IFC is the home of offbeat, unexpected comedies. Series like Portlandia,

Documentary Now!, Maron and Comedy Bang! Bang! air alongside fan-favorite movies and comedic cult TV shows.

BBC World News will be added to the Digital Plus package on channel 104.

BBC World News is a 24-hour news network reporting on global topics with in-depth analysis. Beyond the news, they also cover the latest in sports, technology and culture from around the world.

Any television without a cable box will need to be autotuned on Tuesday, April 12.

PEACE OF MIND

⚡ powered by Conway Corp ⚡

Get two months free when you schedule your installation by Friday, April 15.

*Offer expires 4/15/2016. Mention this offer at the time you schedule your home security or home automation installation and receive first two months of security or automation service FREE. Your first two bills will be credited \$34.99 for Home Security or \$44.99 for Home Automation. NO CASH VALUE. AFTER PROMOTIONAL PERIOD, STANDARD SERVICE AND EQUIPMENT CHARGES APPLY. Prices shown do not include applicable taxes, installation or franchise fees. Offers may vary, and other restrictions may apply. License Number: AR 0002272

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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Conway Corp encourages customers to ‘Can the Grease’

Fats, oils and greases aren't just bad for arteries and waistlines – they're bad for sewers too. Fat, oil and grease from cooking and food are a real “pain in the drain” because they all contribute to buildup in pipes and are the major cause of problems like blockages in sewer lines. They may not appear to be harmful, but things like oil, butter, margarine, shortening, pan drippings, dairy products and sauces solidify into masses that can clog sewer lines. This buildup restricts flow and leads to sewer spills which can be extremely expensive for homeowners.

In addition to sewer spills, pouring grease down the drain can lead to other problems as well including

drains or toilets; sewage backups into your home; sewer overflows in neighborhood parks, yards and streets; rancid odors; potential contact with bacteria and viruses that can cause illness; expensive cleanup, repair and replacement of damaged property and higher operating and maintenance costs for Conway Corp, potentially resulting in higher sewer bills for customers.

Once in a pipe, grease never goes away. Over time, any household can put enough grease down a drain to clog its pipes and create serious problems. Even a little bit of grease here and there builds up over time and will soon be a problem. Apartments are especially vulner-

able to grease clogs because there are so many kitchens draining into the sewer system at one point.

The best way to prevent sewer problems is to never pour fat, oil or grease down the drain. Instead, Conway Corp encourages customers to ***Can the Grease***. Let grease cool down, collect it in a container (use any empty metal container like a soup or vegetable can) and throw it away in the trash. Just toss the cans after full or use disposable, heat-resistant oven bags and reuse the can. Please use caution when pouring

hot grease or wait for it to cool slightly as hot grease can burn skin.

Don't believe the myth that it's okay to pour grease down the drain as long as hot water is run at the same

time. No amount

of hot water keeps grease from eventually congealing, and once it cools it will stick to the walls of the pipes and create expensive and messy problems of sewer backups.

Following a few other dos and don'ts will help to avoid expensive sewer backups, plumbing emergencies and rate increases to cover sewer maintenance and repairs while helping protect water quality in the Conway community.

Dos

- Recycle used cooking oil or properly dispose of it by pouring it into a sealable container and placing the sealed container in the trash. To dispose of large amounts, contact a local recycler

or use clay cat litter. Mix the oil a little at a time with the litter. When all the oil has been absorbed, pour the cat litter into a trash bag, seal the bag, then dispose of it in the regular trash.

- Wipe or scrape dishes before washing them. Commercial additives in detergents only dissolve grease temporarily.
- Scrape food scraps from dishes into trash cans, garbage bags or compost piles.
- Remove excess oils from pots and pans with a paper towel and throw away the towel in a trash can.
- Remove oil and grease from dishes, pans, fryers and griddles.
- Use strainers in sink drains when rinsing dishware or peeling or trimming food to collect small food scraps that would otherwise be washed down the drain. Then throw away the scraps in the trash.
- Rinse dishes with cold water before putting them in the dishwasher. Hot water melts the fats, oils and grease off the dishes and into the sewer pipes.

Don'ts

- Never pour grease down sinks, toilets or any drains including storm gutters or storm drains. Even a tablespoon can cause serious damage.
 - Avoid using the garbage disposal. It grinds food but doesn't keep grease from going down the drain.
 - Don't use cloth towels or rags to scrape plates or clean greasy or oily dishware. When they are washed, the grease will still end up in the sewer.
- In addition to helping residential customers learn about grease control, Conway Corp works with food service facilities to help prevent grease-related problems by requiring best kitchen practices and guidelines. For more information, call Conway Corp at 450-6000.



When fats, oils and grease are poured down the drain, sewer pipes can become clogged.

Energy Smart zero interest loan program surpasses \$500,000

Conway Corp's Energy Smart program recently reached a milestone as it surpassed the \$500,000 mark in zero-interest loans provided by the company. In 2009 Conway Corp launched the Energy Smart initiative. The company began with a residential energy audit program to help customers make their homes more energy efficient. With funding from the city of Conway, through the Stimulus Funding Act of 2009, Conway Corp began offering loans in early 2010. The loans range from \$500 to \$2,500 and can be used by residential customers to make energy efficiency improvements at zero percent interest. In November, Conway Corp announced it has issued more than 200 loans totaling more than \$500,000 during the course of the six-year program. In that same time, the company has provided more than 2,400 free energy

audits. "With the 2,400 audits and half-million in loans, the energy savings to our customers is estimated to be over \$935,000 per year and \$13,833,000 for the life expectancy of their home," David Avra, Energy Efficiency Manager said. "It has been rewarding to help our customers make the improvements we recommend through our audit program and to know the impact it will make for them and for the environment. Customers have used loans to replace old appliances, install new windows or attic insulation. It makes a big difference for them," Avra said. In addition to the audit and loan programs, Conway Corp encourages builders to build Energy Smart homes through its new home program. To learn more about the Energy Smart program, contact Conway Corp at 501.450.6000 or visit ConwayCorp.com/EnergySmart.



In January, Conway Corp encouraged customers to take the Energy Smart Challenge. Accepting the challenge would help Conway residents make home energy upgrades easy and affordable. Customers could work at their own pace choosing to start with small upgrades like replacing old light bulbs with energy-efficient LED bulbs, or they could request a free energy audit from Conway Corp to identify goals and develop a tailored plan for their home. Zero percent interest loans are even available for many upgrades including attic insulation and appliances.

Congratulations to Brandon Hill for pledging to take the 2016 Energy Smart Challenge and winning a \$100 gift card to help with energy efficiency improvements around the home.

Visit ConwayCorp.com/EnergySmart for more information on how you can become more Energy Smart.



Carroll earns APPA Public Power Manager certification

Chief Financial Officer Bret Carroll recently earned his Public Power Manager (PPM) certification from the American Public Power Association.

"The public power industry is complex and always changing," CEO Richard Arnold said.

"This APPA program is designed to prepare participants to provide organizational direction and leadership.



Bret Carroll
Chief Financial Officer

This certification demonstrates Bret's knowledge and skill in this area. We are proud to have him on our leadership team."

To earn his PPM certificate, Carroll completed three required courses and submitted a plan that outlined an issue, challenge or opportunity within Conway Corp and worked through it by applying six key leadership principles: accountability, character, community, empowerment, service and sustainability.

Carroll's project resulted in the implementation of credit checks through Online Utility Exchange to ensure fair and accurate customer deposits.

Carroll will be recognized at the APPA National Conference and Public Power Expo in June.



ConwayCorp.com

THOUGHTS ON PAPER

Potable water gets taken for granted. Flint, Michigan has been in the news recently concerning the safety of its drinking water. Since switching their water supply in April 2014 from Lake Huron to the Flint River, unsafe levels of lead have been found in their drinking water. Lead was used in pipe joints in water distribution systems and household plumbing until Congress banned the use of lead in 1986.

Why this problem in Flint? First, the Flint River is highly corrosive; 19 times more so than the Lake Huron supply, according to researchers from Virginia Tech. Second, Flint did not have an effective corrosion control program. This corrosion allowed lead to leach from the pipes into the water system.

Conway is very blessed to have James H. Brewer Lake (Conway County) as its primary water source. Conway also has a supplemental water allocation through the Mid Arkansas Water Alliance (MAWA) from Greer's Ferry Lake. Currently, no infrastructure exists to transmit water from Greer's Ferry other than

an emergency "tie" with Community Water System.

To prevent corrosion, we are required by the Environmental Protection Agency (EPA) and the Arkansas Department of Health (ADH) to have a corrosion control program in place and running at all times. This involves feeding sodium hexametaphosphate at about 0.90 ppm which coats the pipes and prevents lead from leaching into the water system. We also maintain a pH of around 7.2 {neutral} which helps as well.

The ADH pulls an inorganic chemical analysis of our finished water on a regular basis, checking up to forty different things including lead. Additionally, we sample for lead and copper every three years and send the results to ADH. (We are now on a three-year monitoring cycle because our previous annual-monitoring results were well below the maximum allowable levels.)

Flint's problems with lead are the result of an ineffective corrosion con-



control program that allowed lead and iron to leach into the water system. They were also not following proper monitoring procedures to alert them to the problem.

At Conway Corp, we are dedicated to producing and delivering safe, affordable, reliable, innovative and environmentally-sound utilities. Our water supply, our planning for the future, our water treatment processes and continuous monitoring ensure that you receive clean and safe water.

A handwritten signature in black ink that reads "Richard Arnold".

Richard Arnold
Chief Executive Officer



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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 60 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 and click on the TV Everywhere tab to create one.

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

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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Breathe Yoga added to Channel 5 Programming

Conway Corp has added a new program to its Channel 5 offerings. *Breathe Yoga* is perfect for beginners and advanced practitioners alike.

Host Ashley Mann will guide viewers through their yoga journey daily at 6 a.m., 7 a.m. and 7:30 p.m.

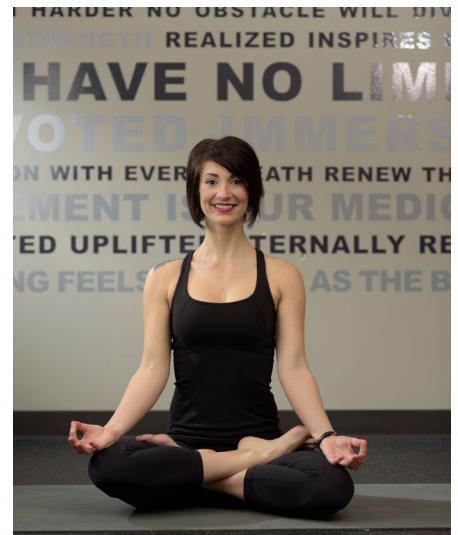
The show airs immediately following *Burn*, a fitness show with personal trainer and fitness expert

Robin Dayer.

In addition to scheduled air times, the shows are part of Conway Corp's local onDemand offerings on digital channel 200.

Conway Corp Channel 5 offers local community programming and provides unique content exclusively for Conway Corp cable customers.

For a complete list of programs, visit ConwayCorp.com/Channel5.



Ashley Mann serves as host of *Breathe Yoga* on Channel 5.