



CONNECTED

Conway Corp
Quarterly Newsletter

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Powering Conway since 1929.



Conway Corp Employees in the Community

Conway Corp employees recently participated in the Ruth Doyle Middle School STEM night. | **P. 2**



Water Systems Engineer retires after 41 years of service

Jim Isom has seen many changes during his 41 years with the Conway Corp Engineering and Planning department. | **P. 3**



Board approves cable rate adjustments

New cable rates to begin April 1. | **P. 4**

COLD WEATHER AND YOUR WATER DEPARTMENT



Conway Corp water department employees Brent Fason (from left), Chad Hogan, Frank Fason, Eric Boucher and Cory Garrett completed repairs to a water main break on Jan. 27.

Conway Corp's water distribution system is an interconnected network of pipelines with large transmission lines and smaller local distribution lines that branch to supply water efficiently to homes and businesses. A water main is an underground pipe that delivers water to the customer's service pipe and into their home or business.

Water mains usually run under the pavement. Water main breaks can happen for a variety of reasons. And, although main breaks can happen at any time during the year, most are likely to occur during extreme weather conditions. It is most common to see system leaks and main breaks when the weather is frigid when both air and water temperatures drop. Air temperature at or below freezing causes the ground above a pipe to freeze - increasing external stress on a pipe. Hot, dry weather can also take a toll; ground shifts and the increased volume and pressure can also stress water mains.



Conway Corp must sometimes close a portion of the street while water main repairs are underway. If major streets are closed, Conway Corp will notify customers through our social media.



(501) 450-6000

ConwayCorp.com



CHANGES PLANNED FOR ONLINE BILL PAY OPTIONS

At Conway Corp, we understand our customers prefer to make payments when and how they want with a consistent and user-friendly experience across all channels. That's why we are busy making improvements to our payment system.

In the near future, we will be launching a new platform that will offer the ability to pay your Conway Corp payment through a variety of new channels and methods.

Customers who use self-service features like one-time online credit card

payments will notice a more user friendly platform and improved fee structure. We encourage customers to take advantage of our free payment option by setting up auto-payments by eCheck.



The new online functionality is intended to better serve our customers. Stay tuned for more details and the official launch date of the new platform. In the meantime, if you have questions, please call our Customer Care team at 501-450-6000.

CONWAY CORP ACCEPTING BOARD OF DIRECTOR 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, 2018.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust St., Conway, Arkansas 72034, on or before March 8, 2018. 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 a Conway citizen 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.

CONWAY CORP EMPLOYEES IN THE COMMUNITY



Employees from Conway Corp's Cable, Engineering, Marketing and Water Departments recently visited with students and parents at the Ruth Doyle Middle School STEM night. The event featured hands-on science, math and engineering activities for students and families to complete together.

ABOUT CONNECTED

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.

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ISOM RETIRES AFTER 41 YEARS OF SERVICE

Hand-drawn plans is how Senior Water Systems Designer Jim Isom began his career with Conway Corp in 1976.

In November, Isom retired after 41 years with the company's engineering and planning department.

"When I first started, it was Roger Mills and me, and we did all departments – electric, water and wastewater," Isom said. "We would spend hours and hours doing field work for construction. We would come back and prepare hand-drawn plans, and that was the way we did it until we got our first computer in 1989."

According to Isom, technology revolutionized the construction industry and changed the way engineering and planning for utility infrastructure is handled. What was once hand-drawn is now drawn in software.

"We can import to GPS units and put us in the exact location we need. We are drawing in real-world coordinates – which means when there is a future need to find something, we can go right to it."

Isom said his time in the department has been challenging but rewarding.

"Conway's growth has been incredible, and we've been able to keep up with that growth."

"Conway's growth has been incredible, and we've been able to keep up with that growth. I've enjoyed being part of that. I've enjoyed being part of the Conway Corp family," he said.

"We have all had more than we can do some days, but I've enjoyed it."

"I'm excited about retirement," Isom added. "I'll miss seeing my co-workers, but I'm excited about

what is next.

My wife retired in September, so for a while I'll be doing what she tells me to do."

For the past eight years, Isom has been active with the Conway Tree Board helping to organize the annual Arbor Day celebration and helping to educate employees and customers about tree planting.

"That has been fun, and I'm proud of the work



we've done. We just planted ten celebration trees on Prince Street," Isom said. "One of them was planted in memory of Sandy Brewer. I was proud to be part of that."

EMPLOYEES RECEIVE AWARDS FOR SAFETY, SERVICE

Lead Serviceman Wayne Evans, SCADA and Network Systems Administrator Zach Leach and Electric Distribution System Manager Jim Moore were honored at the 2017 Employee Awards Picnic for their exemplary work performance over the past year.

All three were nominated by their fellow coworkers for going above and beyond their job duties.

"We are extremely proud of our employees and want to recognize those who continue to exceed customer expectations," CEO Bret Carroll said. "The peer nominations submitted make these awards even more meaningful."

A nomination for Evans commented that even though he has the difficult job of disconnecting electricity for delinquent accounts, he does his best to ensure the information is accurate.

"He will call Conway Corp cashiers on behalf of

the customers he has interactions with so they have the balance needed to retain services or even research payments.

His kind heart is shown in all his interactions with customers and coworkers."

Leach was nominated by a fellow employee for "building the relationship between operations and technology to ensure his internal customers are getting what they need.

He also makes himself available as needed and always goes the extra mile."

Moore was nominated by the entire Electric Department who said as the department's manager "he has created an atmosphere and built a strong team of educated linemen that were able to earn the RP3 designation from the American Public Power Association for two consecutive cycles.

He strives to not only be a leader, but a safe one."



Jim Moore, Zach Leach and Wayne Evans were recently recognized with the 2017 Conway Corp employee awards for safety leadership and customer service.

CONWAY CORP BOARD APPROVED CABLE RATE ADJUSTMENTS

The Conway Corp Board of Directors approved a rate adjustment to several cable packages at its February meeting.

"We continue to incur significant programming cost increases making it necessary to raise the rates on our starter cable service," Chief Financial Officer Tracy Moore said.

Customers will see a \$7.50 increase for starter cable service and a \$1.50 increase to its Digital Plus package in April 2018.

There will also be an increase in the Showtime and Cinemax premium packages from \$14.95 to \$15.95 for Showtime and \$13.40 to \$13.95 for Cinemax.

There are no changes in monthly equipment or equipment rental fees.

For additional information about Conway Corporation cable services, call 501-450-6000 or visit conwaycorp.com

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.

CONWAY CORP INTERNET

Conway Corp is proud to provide internet services to customers who are looking for a reliable high-speed experience. With speeds up to 1 Gig, everyone in your house can surf at blazing fast speeds whether they're playing games, streaming media, sharing photos, shopping or just browsing.

Consistently voted Conway's best internet service, Conway Corp has local customer service with weekend and after hour support all on one convenient bill with no service contract required.

The internet is changing and growing every day, but Conway Corp has trained customer service representatives and technicians to help you understand and get the most out of your service.

If you need help choosing the right speed for your home or have questions about an internet package, visit ConwayCorp.com or call 501.450.6000.



KEEPING CONNECTIONS



A MESSAGE FROM THE CEO

Conway Corporation pays programmers (cable network or broadcast station owners) a fee per channel, per month, per customer for the right to provide that programming service or channel to our customers.

When contracts come to an end, we negotiate new agreements. Such is the case for our retransmission contracts which expired at the end of 2017.

Retransmission consent (or retrans) fees are the payments that cable operators like Conway Corp make to broadcasters to carry their signals.

The rates now being charged to carry the local broadcast networks on our system are 31.9 percent higher than they were in 2017.

Add to that the increases being put on us by cable programmers and you have a cable rate increase for customers.

Conway Corporation has many of our cable network programming contracts through the National Cable Television Cooperative – which represents more than 800 smaller cable operators and negotiates programming deals on their behalf. Through the NCTC, we are able to negotiate deals cooperatively, providing us with more negotiating power.

Rates on our standard package will increase by \$7.50 per month and our digital plus package will increase by \$1.50 in April.

We know you want a good value. When networks demand huge fee increases, we



- **We know you have many choices when it comes to watching TV content, and we strive to keep costs low to keep your business.**
- **Compared to many other types of entertainment, cable TV is a great value. Conway Corp starter cable lets you enjoy nearly 100 channels plus access to TV Everywhere for only \$2.35 a day – that's less than your morning latte.**
- **Consider other types of available entertainment. Seeing a movie costs \$9.50 per person. That's \$40 for two hours for a family of four before a trip to the snack bar. With cable, the same family can watch a newly released movie for the same two hours for only 20 cents.**

work to get the best offerings at the best price possible so we can keep your bill as low as possible. With the new rates in place, our starter package lets you enjoy nearly 100 channels plus access to TV Everywhere for \$71.50 per month – that is \$2.35 per day.

We will continue to work to provide the networks our customers want at the best possible rate.

Bret Carroll
Conway Corp
Chief Executive Officer

HOME SECURITY & AUTOMATION

With our intelligent system, you get the reliability and peace of mind of a home security system plus the power to monitor and control your home from virtually anywhere – all backed by a local team you know and trust. Call **(501) 450-6000** today to learn more!



FEATURING

- Around-the-clock protection
- Live video, night & day
- Much more!
- Remote access
- Lighting & thermostat controls



P.O. Box 99, Conway, Arkansas 72033

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TV EVERYWHERE

Stream your favorite channels anytime, anywhere from your phone, tablet, laptop and more! Our TV Everywhere viewing experience is a benefit of your current cable TV subscription and features more than 60 networks at no additional cost.

Don't have a TV Everywhere account yet?

Visit conwaycorp.com/services/cable and click on the TV Everywhere tab to create one!

