



College Avenue water main replacement underway

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This newsletter is published bimonthly by Conway Corporation, operators of the city-owned electric, electronic, and water systems. Conway Corporation is a not-for-profit organization committed to providing the best possible utility service to its customers, consistent with sound and prudent business management practices. Customer comments are welcome. Address: Conway Corporation Newsletter, P.O. 99, Conway, AR 72033 Phone: 450-6013

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Employees of contractor Paladino-Nash Construction work to replace a water line along College Avenue.



A CIPP (Cured-in-place-pipe) was used to repair approximately 1,500 feet of the sewer main on College Ave.

In 1999, Conway Corporation began a five-year plan to replace deteriorating water and sewer mains.

In its most recent water main replacement project, Conway Corporation is replacing a water main on College Avenue.

This construction is being conducted in coordination with the City of Conway's street improvement plan.

"By replacing this main now, we will minimize the amount of old facilities under a new road bed," said Conway Corporation CEO Richard Arnold.

The current 6-inch main on College Avenue is being replaced from Augusta Avenue to immediately east of the railroad tracks with a 16-inch main.

"The larger diameter pipe was recommended by our consulting engineers in their 1996 study of our water distribution system. This will improve flow of water from west to east," said Arnold.

In addition to water main replacement, rehabilitation of the sewer main on College Avenue is underway. Where possible, the lines are being repaired by inserting a CIPP (Cured in Place Pipe). Other areas will require that the main be replaced.

"The water and sewer mains being replaced are about 75 years old and require frequent maintenance," said Arnold.

Drivers should expect some blocks immediately around the construction area to be closed to through traffic.

"Only those blocks immediately affected by the construction work will be closed at any given time," said Arnold. "Hopefully this will allow a minimum amount of inconvenience and still ensure the safety of both the workers and motorists."

Construction is expected to be completed by August, 2002.

Billie Lou Lawrence – *Defining customer service for 28 years*



Billie Lou Lawrence

They say that first impressions are everything – well, for more than 28 years retiring, customer service specialist, Billie Lou Lawrence, has been making that impression for Conway Corporation.

Billie Lou began working at Conway Corporation as a cashier in 1973 – that was before things were computerized and before Conway Corporation provided cable service. Customers would say "that dark-haired woman with glasses waited on me." According to Billie Lou, the description fit all three of Conway Corporation's customer service personnel.

"When I started, there were two cashiers and a back-up," said Lawrence. Soon after her arrival, a third cashier was added. At that time, cashiers received customer payments and opened new accounts.

"It was all done manually," said Lawrence. "We would take the customer's deposit, write their name and date in the meter book and prepare a ticket for service to be turned on. We each had a cycle of book to take care of in between cashiering. We would add payments, check meter readers' readings and get the books ready for billing."

Today, Billie Lou is one of seven customer service personnel – three cashiers and four customer service representatives. "The process is really the same, only its automated," said Lawrence.

Maybe computers, the addition of cable and the volume of customers have changed the way the job gets done, but the focus of Billie Lou's job has remained the same – *taking care of customers.*

Billie Lou plans to stay busy. She will accompany her husband, Jackie, on his annual March fishing trip and catch up on some reading during the first month of her retirement. "I don't want to be a couch potato," she said.

"I will miss this though," said Lawrence. "Mostly, I will miss the people."

Local events highlighted on TV Guide Channel

Conway Corporation has begun highlighting local entertainment and other events through TV Guide Channel's *Around Town* segment. TV Guide Channel can be found on Conway Corporation channel 60.

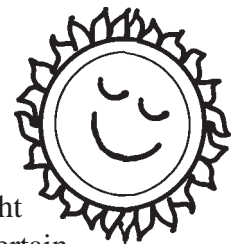
A free community calendar, *Around Town* highlights Conway area sporting events, concerts, festivals, charity events and more. The segment airs during The Screening Room and TV Guide Channel's Best Bets seven days a week at :26 and :56 after the hour.

"We are excited to be able to support our city by promoting great local events," said Conway Corporation CEO Richard Arnold. "We hope everyone will enjoy this new feature and tune in."

To post your event on *Around Town*, call 450-6025 or submit event information by e-mail to lindaj@conwaycorp.net

Did you know?

The sun's rays can make flowers grow and give you a healthy glow ... but did you know they can also interrupt your cable service? If you are watching TV in the late afternoon in March, you might experience several minutes of interference on certain channels due to sun outages.



For a few days in March and October, the sun falls into line with signals being transmitted from satellites orbiting the Earth, which provide TV programming. Because the sun's electromagnetic emissions are so strong, they temporarily overwhelm TV signals. You may see a snowy picture or no picture, until the Earth quickly moves out of the line.

Because sun outages do not affect all satellites at the same time, you are likely to find a clear picture on some channels and interference on others.

(Source: National Cable Television Cooperative)

What's down the drain?

Conway Corporation's sewer system and treatment plant represents a multi-million dollar investment. As such, routine maintenance and cleaning is conducted daily in an effort to keep the lines cleared of obstruction and maintain a steady flow from your residence to the treatment plants. At the plant, routine maintenance of equipment is a daily procedure.

Conway Corporation's wastewater department's goal is to provide you with the highest level of service possible. If you are experiencing sewer problems, call our service center at 450-6080. We recommend you do this *before* calling a plumber, to avoid unnecessary plumbing bills. Utility crews will respond by checking the city's main line to determine whether a blockage is in the main line or in the customer's private service line.

If the problem *is* found in the main, Conway Corporation will correct the problem. If found in the customer's private line, the customer will be informed of their responsibility for repairing or "clearing the line."

Of course, prevention is always better – and almost always less expensive – than the cure. Below are a few items that should NEVER BE FLUSHED, DRAINED, OR PLACED IN MANHOLES:

- Excessive cooking grease and oil, and large food particles
- Nail polish, floor care products, furniture polish, shoe polish
- Paint, paint brush cleaner or thinner, turpentine, varnish, glue
- Fertilizer, fungicide, herbicide, insecticide, rat poison, weed killer
- Auto body repair products such as transmission fluid, antifreeze, brake fluid, battery acid, car wax, fuel, metal polish, motor oil, paint
- Ammunition, dry cleaning solvents, fiberglass epoxy, gun

cleaning solvents, lighter fluid, mercury batteries, moth balls, swimming pool acid

- Explosive liquids, solids or gasses such as gasoline, kerosene, ethers, alcohols, carbides, hydrides, sulfides, and other similar materials
- Substances which may cause obstruction to flow such as excessive grease, garbage particles, animal guts or tissues, bones, hair, hides or fleshing, sand, metal, glass, grass clippings, wood plastics, and other similar materials
- Toxic pollutants
- Noxious or malodorous liquids, gases, or solids
- Water with objectionable color not removed in the treatment process such as dye wastes and vegetable tanning solutions
- Radioactive wastes or isotopes of such half-life as may exceed limits
- Petroleum oil, non-biodegradable cutting oils, or products of mineral oil origin
- Hauled or trucked water or wastewater

Conway Corporation is on call 24 hours a day, seven days a week, including holidays. After hours number is 450-6060.



UNDER CONSTRUCTION

- Bruce Street and Donaghey Avenue: Sewer Rehabilitation
- Paddington Subdivision: Electric, Water, Sewer and CATV
- Spring Valley Subdivision: Water and Sewer
- Justin Place Subdivision: Electric and CATV
- Main Street- Rankin-Shaw Building: Electric and CATV
- Harkrider Street - Brannon Plaza: Electric and CATV
- Golden Meadows Subdivision: Sewer Rehabilitation
- 915 Front Street - Old Cummins building.: Electric and CATV
- VFW Pump Station: Electric and CATV
- Bradley Place Subdivision: Water and Sewer
- Nottingham Estates: Water and Sewer
- College Ave.: Water Main Rehabilitation
- Circuit S202: Parkway to Pine -CATV
- South Salem Road - CATV 3 phase upgrade

Water Conservation Tip

- ✓ Mulch, mulch, mulch! Mulch reduces evaporation from the soil, prevents weed competition, and keeps plant roots cool.
- ✓ Kill the weeds. Weeds compete with desirable plants for water.
- ✓ Grow drought tolerant plants. Many landscape plants are well-suited to our climate and need little additional water.

Come visit the Water Conservation Demonstration Garden on the Conway Corporation Service Center grounds at 800 S. Harkrider to see some of these tips in action! The garden is changing every week and you can see how different plants perform under a reduced water use plan.

(Source: Faulkner County Master Gardners)

Thoughts on paper

You can smell spring in the air. You can almost feel the deep, rich dirt ready for planting.

As you begin to plan your spring garden, I hope that you will consider the water conservation tips contained on page 3 of this publication.

During the fall of 2001 Conway Corporation in cooperation with the Faulkner County Master Gardeners began a project to demonstrate to the public how to create an attractive landscape with little need for irrigation.

Irrigating lawns and gardens seems like a

normal and unavoidable summer chore. However, in an attempt to reduce outdoor water use Conway Corporation and the Master Gardeners created a Water Conservation Demonstration Garden at the Conway Corporation Service Center grounds at 800 South Harkrider Street. The garden is open to the public and is designed to give homeowners information and ideas to reduce water use in their own lawns and gardens.

Conway Corporation became interested in reducing lawn and garden

water use when usage threatened to exceed the capabilities of our water treatment plants during summer droughts. We have asked our customers to voluntarily curtail water use several times during the last few years. Our customers use nearly 9 million gallons of water per day on lawns and gardens during times of drought.

Construction to expand our water treatment plant by 8 million gallons daily (MGD) will begin in Spring 2002 and should be on-line by Spring 2004. The water treatment plant was last

expanded in 1988 when treatment capacity was increased from 7 MGD to its present 15 MGD.

While this expansion is expected to meet our needs until 2014, water conservation will continue to be extremely important.

When you begin to plan your spring garden, I invite you to take a few minutes to stop by and visit our garden.

RICHARD ARNOLD
CHIEF EXECUTIVE OFFICER

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