



# CONNECTED

Conway Corp Newsletter

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*Powering Conway since 1929.*



## Conway Corp Retirees

With a combined 71 years of service, Credit and Green recently retired. | **P. 2**



## Conway Corp Recognizes Outstanding Employees

Conway Corp honors three employees for their exemplary performance. | **P. 3**



## Coming Soon: Managed WiFi

Customers can soon enjoy the benefits of frustration-free wireless. | **P. 4**



Conway Corp is continuing to focus on investing in infrastructure and capital improvements in 2020 to support the city's street improvement plans. Electric and water crews have been working along Donaghey Avenue moving power lines and replacing water and sewer mains in preparation for the city's road construction.



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# CONWAY CORP HONORS RETIREES

## Mike Credit, 43 years

Water Systems Senior Foreman Mike Credit retired December 31, 2019 after dedicating more than 43 years of service to Conway Corp.

Mike was hired as a laborer in the water department in June 1976 and was promoted to foreman in July 1987. He was promoted to his current position in March 2005.

"Mike is a dedicated employee, a patient teacher and a skilled construction expert," Chief Operations Officer Greg Dell said. "He will be greatly missed for his hard work, his expertise, his mentoring of employees and as a friend."



## Charles Green, 28 years

Utility Worker Charles Green retired in October 2019 after spending more than 28 years helping provide safe, clean drinking water to the Conway community.

Charles was hired in June 1991 as a part-time laborer in the water department and was hired as a full-time laborer in September 1991. He was promoted in April 1993 to his current position.

"For many years, Conway Corp and the community have been the beneficiary of the dedication, stewardship and excellence Charles brought to work every day," Chief Operations Officer Greg Dell said. "It was a privilege to have such a valued colleague on my team."



## 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 Corp 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 Corp does not disclose your name and address for non-cable service related mailing lists. Conway Corp 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 Corp. 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.

# OUTSTANDING CONWAY CORP EMPLOYEES RECOGNIZED

Conway Corp recently honored Operations System Coordinator Chris Boudreaux, Customer Care Specialist Michelle Hatfield and Plant Maintenance Worker Rick McPherson with awards for their exemplary work performance.

Chris was the company's second annual Tower of Excellence Award winner. The award recognizes an employee who has made a significant impact on Conway Corp through outstanding dedication and exceptional job performance, and Chris was nominated by his fellow co-workers for going above and beyond in 2019.

One nomination for Chris said, "His dedication and exceptional job performance in developing the Advanced Metering Initiative and Outage Management System program and seeing it through to its potential has made a significant impact on Conway Corp and its customers. This four-year development required many long hours, both in and out of the office, often without recognition of that time and effort."

Michelle received the company's Customer Service Award and was also nominated by her co-workers.

One nomination for Michelle said, "The service she provides is focused on what she can do to help her customers. She is a valuable asset to the company, the customer service department and her immediate call center team. Most importantly, to our customers.

Customers ask for her by name and compliment her repeatedly. She defines the level of service that we want for all of our customers."

Rick received the company's annual Safety Leadership Award, which recognizes an employee each year for his or her safety efforts.

He was nominated by a co-worker who said, "Rick goes above and beyond to ensure everything from Brewer Lake to the water plant to everything in between are in good working order. He makes sure everything is safe to work around, safe to enter and safe for the public."

Conway Corp is dedicated to exceeding customers' expectations through the exceptional work of employees and recognizes employees annually for their individual dedication to the mission of the company through the annual awards.



**Chris Boudreaux**  
*Operations System Coordinator*  
*Tower of Excellence Award*



**Michelle Hatfield**  
*Customer Care Specialist*  
*Customer Service Award*



**Rick McPherson**  
*Plant Maintenance Worker*  
*Safety Leadership Award*

## WATER LINE SERVICE WARRANTY PROGRAM

Conway Corp partnered with Service Line Warranties of America (SLWA) to help homeowners be prepared in case of an emergency with their water lines.

The exterior water service line that runs from Conway Corp's lines to your home is your responsibility as the homeowner. If there is a break or leak in this line, it is your responsibility to find a plumber and get the leak repaired.

Conway Corp customers can enroll in Exterior Water Service Line Coverage from SWLA.

This optional coverage offered by SLWA includes protection with no annual limit (30-day wait period with a money-back guarantee) for covered water service line repairs with as many service calls as needed up to \$8,500 per call and no deductible.

SWLA offers a 24/7, 365-day-a-year emergency repair service hotline. Once a service call is placed, SLWA will take care of covered repairs, dispatching a qualified local plumber to your home and paying the bill directly for only \$5.33 per month.

SWLA will arrange and pay for the repair or replacement due to normal wear and tear of a leaking, low pressure or permanently blocked exterior water service line for which customers have sole responsibility, that supports your residence.

Customers must call SLWA to arrange for service in order for repairs to be covered.

To enroll, call SLWA at 1-844-257-8795 or visit [slwofa.com](http://slwofa.com).



# ENERGY SMART POSTER, ESSAY & VIDEO CONTEST

We point to plenty of everyday things as the sources that power us through our day – a morning cup of coffee, a motivational song, an encouraging text from a friend. What we often don't realize is that none of these things could be enjoyed without the services Conway Corp provides: electric, water, cable, internet, telephone and security.

Conway Corp has proudly been powering our community since 1929, and we invite Conway students to look at the ways Conway Corp powers their lives in the seventh annual Conway Corp Energy Smart contest.

The poster contest is open to students in PreK-4th grade in Conway. Using markers, crayons, colored pencils or paints, posters should illustrate the contest theme, "My Life, Powered by Conway Corp."

Entries will be judged on creativity and theme representation. Prizes will be awarded to students, and the classroom of the overall winner will be awarded \$100 in that student's name along with a pizza party.



The essay and video contest is open to students in 5th-12th grade in Conway. Students should submit a typed essay of 500-1,000 words or a digital video between 30 seconds and two minutes on the contest theme, "My Life, Powered by Conway Corp."

Essays will be judged on content and syntax. Videos will be judged on creativity and production.

Cash prizes will be awarded to winners in two age categories: 5th-7th and 8th-12th grades.

All students PreK-12th who live in the Conway Corp service area are eligible to enter. Students can ask school officials or visit [ConwayCorp.com/EnergySmartContest](http://ConwayCorp.com/EnergySmartContest) for an official entry form and contest rules.

**The deadline to submit entries is Sunday, April 19, 2020.**

**For more information on the contest, visit [ConwayCorp.com/EnergySmartContest](http://ConwayCorp.com/EnergySmartContest).**



**ABOVE:** Major Accounts & Energy Efficiency Manager David Avra and Public Relations/Production Specialist Jeff Matthews with 2018-2019 poster winner Lailah Berry - a kindergartner at Conway Christian.



**BELOW:** Public Relations/Production Specialist Jeff Matthews with 2018-2019 essay winners Blake Hopkins and Sarah Kemp - seniors at Conway High School.

# COMING SOON: MANAGED WIFI


Have you ever experienced the frustration of a dropped connection or endless buffering? Take the guesswork out of your wireless, and let Conway Corp manage it for you.

Conway Corp Managed WiFi will bring blazing-fast, reliable internet to every nook and cranny in your home – from the bedroom to the back porch and everywhere in between.

That means high-speed internet for all your devices, in all your rooms, all at the same time.

You get a fast, fully-managed, secure and frustration-free Managed WiFi service that is optimized for your space, your devices and your usage.

Our technology team is currently testing the service, and it will be available later this year.



**WHOLE-HOME ADAPTIVE WIFI**

Stream from every corner of your home with fast, reliable internet that adjusts to your usage habits.

Breakthrough technology provides you with full-strength, uninterrupted connectivity and continuously learns about your internet needs and performs self-optimization, allocating capacity to devices that need it most.




**ENHANCED SECURITY**

Automatically protect and secure the traffic flowing over your network with advanced security protocols.

Filter suspicious content providing you real-time threat protection against ransomware, malware, viruses, phishing attacks, botnets and more.

Continuously monitor devices and stop the spread of suspicious activity.



**NETWORK CONTROL**

Manage your WiFi network from an easy-to-use app.

Approve or block websites and online content per device or profile.

Schedule an internet freeze, give a time out to a specific device or person and monitor their usage.

Create custom passwords and profiles for guests and choose which devices they can access.



# A LOOK AHEAD: NEW VIDEO SERVICE FOR 2020

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At Conway Corp, we are committed to providing the community with quality TV programming at a competitive price, and we make every effort to minimize costs for our customers.

Over the past several years, cable networks have increased their fees at an alarming rate. Programmers like AMC, ESPN, NBC, etc. are raising rates at an unsustainable increase – 40 percent, 50 percent, even 100 percent from one year to the next.

We know this news is not welcome, and we share your frustration. While we work hard to keep our prices low, media companies take advantage of our customers by demanding increases well above the rate of inflation.

We only raise rates by the amount necessary to cover the cost of programming increases. In fact, 97 percent of our starter cable rate goes directly to networks like ABC, Discovery, FOX and Nickelodeon.

The three percent that goes to Conway Corp is used for operating expenses, maintaining the cable network and upgrading equipment.

We understand the average American household spends less than \$3,000 a year on recreational activities, and it's important to get



the most for your money.

Our customers have been asking for options when it comes to Conway Corp video, and we're excited to bring you new choices in 2020.

We are upgrading our video system to provide customers with an IPTV (Internet Protocol TV) offering.

This next-generation video experience will offer video subscribers the ability to stream content and view DVR recordings through an app from Conway Corp.

The service will include cloud DVR, the ability to watch a program 72 hours in the past, unlimited simultaneous recording and support for devices like Roku, Amazon Fire

TV Stick and most smart TVs.

Customers will have immediate access to video content without waiting for an install appointment or having to rent cable boxes.

Best of all, customers will have more options to customize what channels they want with multiple packages available including sports and movie tiers.

We plan to launch IPTV later this year. Be on the lookout for more information soon.

A handwritten signature in black ink, appearing to read "Bret Carroll".

Bret Carroll  
Conway Corp  
Chief Executive Officer

# 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.



**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](http://ConwayCorp.com) or call 501.450.6000.**



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](http://conwaycorp.com/services/cable) and click on the TV Everywhere tab to create one!

