



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**



Conway Corp recognizes three recent retirees

With a combined 105 years of service, Floyd Balentine, Roberta Jones and Liz Nixon all recently retired from Conway Corp. | **P. 3**



Kemp promoted to CMO position

Crystal Kemp was recently promoted to the newly created Chief Marketing Officer position. | **P. 4**

CONWAY CORP LINEWORKERS COMPLETE TRAINING



Conway Corp electric department employees Trey Brown (from left), Bryce Hoggard, Nathan Ball, Paul Langley and Kaleb Barkley recently completed a pole climbing course.

Conway Corp electric department employees recently completed pole climbing school through the Missouri Public Utility Association. The training prepares employees in proper techniques for climbing, positioning and transitioning; inspection of equipment, poles and sites and rescue procedures and methods.

Some of those same employees traveled to North Carolina to participate in the 2018 Public Power Lineworkers Rodeo in early May. The rodeo, hosted by the American Public Power Association, showcased public power linemen skill and knowledge of both journeyman and apprentice lineworkers. Apprentice Linemen Si Anthony and Lance Heer participated in the rodeo's apprentice division. The pair competed in events including Double Dead-End Bell Change Out, Hurtman Rescue, Rope Toss, Sidewalk Guy and a written test. More than 145 apprentice linemen participated in the competition and were judged on safety, work practices, neatness, ability and equipment handling.



Apprentice Linemen Si Anthony and Lance Heer participated in the apprentice division of the American Public Power Lineworkers Rodeo.



(501) 450-6000

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CONWAY CORP PARTNERS WITH WATER LINE SERVICE WARRANTY PROGRAM

Conway Corp has partnered with Service Line Warranties of America (SLWA) to help eligible homeowners be prepared in the 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.

SLWA is currently sending letters to invite customers to enroll in Exterior Water Service Line Coverage. 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.

SLWA 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.

SLWA 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.

The exterior water service line is the line that supplies fresh water to your residence from Conway Corp's responsibility or external wall of your well casing to the external wall of your residence, including any water lines either buried or embedded in concrete in the outer wall of your foundation. If your exterior water service line is embedded in concrete, reasonable efforts will be made to avoid cutting through the concrete. This may mean relocating your water meter as a means of repairing or replacing your exterior water service line. Any part of your exterior water service line beyond these linear limits will not be covered.

To enroll, call SLWA at 1-844-257-8795 or visit slwofa.com.

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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1. Public Relations Coordinator Jeff Matthews was on hand to recognize Conway's scholar athletes. 2. Conway Corp electric department crews recently spent time at Toad Suck Daze and at 3. Braves Field. 4. Conway Corp provided water to festival goers at Toad Suck Daze.

CONWAY CORP HONORS RECENT RETIREES

There is a common theme in the stories told by long-term Conway Corp employees as they prepare to retire, but to hear Floyd Balentine recite his love for the company he is retiring from after 34 years of service, these are more than just words, more than just stories – they are the life and career of a man who cares deeply for the people he has worked with through the years and the customers he has served.

“I bleed blue and orange,” Balentine said at the beginning of the interview. “I feel so blessed to have spent so many years here. Conway Corp is an awesome place to work, with awesome people.”

Balentine began his career with Conway Corp with the water department in 1983. He was promoted to Foreman in August 1990.

“I have installed water and sewer services all over Conway. For years, we were the team that tapped meters out. I enjoyed being in mix of things as Conway grew. Eventually that growth

led to sometimes using contractors, but one thing that never changed was our priority to take care of customers.”

During his 34 years, Balentine served under the leadership of four different CEOs and two water department managers. “I tell the young guys that work with me that this is a great place to work because those leaders all have Conway Corp at heart and employees at heart.”

While Balentine is looking forward



to more time with his wife and granddaughters, there was a hint of sadness as he talked about his retirement. “Not coming here is strange,” he commented. “I care a great deal about all the people who have been a part of my crews, and I’m going to miss being with them.”

“I know we are in good hands with the team we have in place,” he added. “We have always been customer oriented and still are. That is hard to leave. I’m going to miss it.”

Balentine’s wife, Shelia, retired from teaching six years ago. “She has been ready for me to join her in retirement, and we are looking forward to spending time together and traveling. I want to see the giant redwoods in California.”



For Roberta Jones, retirement means becoming a full-time Nana.

Roberta recently retired from Conway Corp after 33 years of service to the company, the last 18 as a customer accounts manager.

She spoke with great excitement about her retirement plans which include caring for her grandchildren while their parents work.

“I love being at home, and I’m looking forward to it,” she said. “I’ll be a full-time cook and Nana. My goal is to make life easier for Clint and Lindsey.”

Roberta’s son, Clint and his wife Lindsey have a 4-year old daughter, Luci and 3-month old twins,

Grant and Kathryn.

“Conway Corp has been my life career, and I’ve loved it,” she added. “But I am very excited to have the opportunity to spend this special time with family.”

Roberta began her career with Conway Corp at the drive-thru window when the company operated out of meter books. “There were four of us, and we did it all – take calls, take payments, establish new service – all of it.”

“Conway has changed a lot in 33 years, and Conway Corp has had to change to meet those community changes.

I have worked under four different CEOs, and I am thankful that we have had leadership that is acceptant of change and has kept Conway Corp moving forward.”

“I’m also thankful for the opportunity to work at a place where people go through life together,” she said. “I’ve worked with some of these people for a very long time, and we’ve gone through deaths, weddings, babies. I am going to miss my people.”

In addition to her Nana duties, Roberta is looking forward to cooking and attending weekly Bible Study Fellowship class.

“My mom is always doing something for other people. She cooks for others, makes regular visits to check on people. I want to look for things to do for others. I look forward to cooking and following her example.”



Liz Nixon began her career at Conway Corp as secretary for the main office in 1980. She recently retired after 38 years of service to the company.

Liz most recently served as secretary for the Conway Corp engineering department, serving under the leadership of three chief operating officers – Roger Q Mills, Tommy Shackelford and Greg Dell.

“Liz was such an important part of our team,” Shackelford said. “She has seen a lot of change through the years, and she has made sure we had what we needed to get our jobs done.” (Shackelford served as COO from 2005 until his retirement in 2017.)

“Liz will be missed by those who have worked with her for all these years.”

CRYSTAL KEMP NAMED CMO

Conway Corp has announced the promotion of Crystal Kemp to the newly created position of Chief Marketing Officer.

As CMO, Kemp will oversee all areas of the company that directly engage customers and will lead and coordinate efforts to bring new products to market.

“As I began to think about our communications, customer service, business solutions and bringing new

products to our customers,” Conway Corp CEO Bret Carroll said, “I realized it was time to add this position to our executive leadership team, and there is no one better prepared to handle this than Crystal.”

Kemp began her career with Conway Corp in November 2000 as Marketing/ Communications Coordinator and was promoted to Manager, Marketing and Public Relations in 2010.



BOARD OF DIRECTORS ELECTS JAKE NABHOLZ

The Conway Corp Board of Directors recently elected Jake Nabholz to serve a seven-year term beginning May 8, 2018.

Nabholz, Executive Vice President of Nabholz Construction, has lived in Conway for a total of 27 years and is active with several organizations including the Arkansas Children’s Hospital Foundation, Philander Smith College Board of Trustees and the Rotary Foundation Board of Directors.

“As a city-owned utility, Conway Corp exists to serve only Conway, so the focus can be on service, innovation, community support, and quality of life rather than profits or other concerns of a publicly traded company,” Nabholz said. “I’m honored to serve on the board for a company that has such a rich history in my hometown.”

Nabholz graduated from the University of Louisiana at Monroe with a Bachelor of Science in Pure and Applied

Sciences. He and his wife, Marisa, have been married for 14 years and are the parents to three children, Kate, Emily and Caleb. They are active members of St. Joseph Catholic Church.

The board elects one director annually to serve a seven-year term. Other board members are Tom Courtway, Lindsay Henderson, Ray Kordsmeier, Greg Murry, Brad Teague and Bob Whitehouse. Nabholz replaces Bo Conner, whose term ended May 8, 2018.



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.

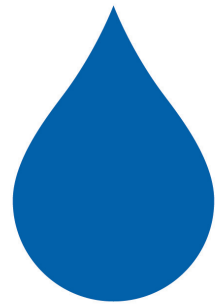
Consistently voted Conway’s best internet service, Conway Corp has local customer service with weekend and after hour support all on one convenient bill with no service contract required.

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

This spring, Conway Corp customers have noticed a change in the taste and odor of Conway's water.

There have been several factors impacting water taste this year including a heavy spring rain in late March that caused flooding at Conway's water source, James H. Brewer Lake located in Conway County and the flushing of lines we did in April and lake turn-over which can happen twice a year when the temperatures change.

We conduct multiple daily tests to ensure the water's safety. In addition to the daily tests, we gather bacteriological samples that the Arkansas Department of Health tests each month. We have been treating the water with activated carbon to help offset the taste and odor.

We understand the frustration our customers are experiencing and through our treatment process are seeing improvements in the taste and odor issues customers have had.

But we aren't stopping there.

Our board of directors has approved for our operations staff to enter a study with Garver Engineering. Garver works on projects across the country, and they have engineers and PhDs who specialize in biology and chemistry associated with water source and treatment. We are asking them to help us not only identify causes of the taste and odor issues now, but throughout the seasonal cycles of Brewer Lake.

We have been working with the Forestry



James H. Brewer Lake located in Conway County serves as Conway's water source.

Commission on forest management practices to reduce the amount of organic growth that washes into the lake. We have just completed a controlled burn and are working on

undergrowth control to open up the canopy floor and allow grass to grow.

At Conway Corp, we are dedicated to exceeding your expectations and producing and delivering safe, affordable, reliable, innovative and environmentally-sound utilities. We are committed to finding solutions to the water taste and odor issues.

- **The Conway Corp Board of Directors has approved that Conway Corp operations work with Garver Engineering on a study to identify all possible causes of taste and odor issues throughout the seasonal cycles of Brewer Lake**
- **Conway Corp is pro-actively working on forest management practices to reduce the amount of organic growth that washes into Brewer Lake**

Bret Carroll
Conway Corp
Chief Executive Officer

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