



# CONNECTED

Conway Corp Newsletter

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*Powering Conway since 1929.*



## Conway Solar at Happy

Conway Solar at Happy begins delivering clean energy to customers. | **P.2**



## Outstanding Employees

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



## Myers Promotion

Conway Corp promotes Eleise Wood Myers to Business Solutions Manager. | **P.4**



Conway Solar at Happy is officially online! The solar farm, located in White County, delivers home-grown, clean energy to Conway Corp under a power purchase agreement with Lightsource bp and will produce reliable, cost-effective energy for our customers for years to come. Happy Solar will deliver enough clean energy to power more than 21,000 homes and abate more than 162,800 metric tons of CO2 emissions annually – that's the equivalent to taking 35,400 fuel-burning cars off the road. Happy Solar was also built with the environment in mind and includes a five-acre pollinator garden providing critical habitat for monarch butterflies.



(501) 450-6000

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# CONWAY SOLAR AT HAPPY

Conway Solar at Happy – a 135-megawatt solar power facility located on 700 acres near Happy, Arkansas in White County – became operational in August 2023 and is owned and operated by Lightsource bp.

The solar farm delivers home-grown, clean energy to Conway Corp under a long-term fixed-rate power purchase contract.

Happy Solar uses solar photovoltaic modules on single-axis trackers to maximize energy collection and supplied 23 percent of Conway Corp's total energy load in its first two full months of operation.

## Key benefits of the project include:

**Delivering** enough clean electricity to power more than 21,000 homes.

**Including** a 5-acre pollinator garden providing critical habitat for monarch butterflies.

**Bringing** \$125 million private capital investment toward energy independence for Arkansas.

**Generating** 300 jobs during construction, fostering economic growth within the region.

**Contributing** to Conway Corp's diversified energy mix, supporting our mission to provide safe, affordable and reliable service to our customers.

**Abating** 162,800 metric tons of CO2 emissions annually – the equivalent to taking 35,400 fuel-burning cars off the road.

**Supporting** domestic manufacturers by using 300,000 solar modules from Arizona-based First Solar, smart solar trackers from New Mexico-based Array Technologies and steel from Attala Steel in Mississippi.



## 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 Locust 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 Customer Service Specialist Jennifer Brannon, Plant Operator Lance Harwell and Call Center Supervisor Lesia White with awards for their exemplary work performance.

Jennifer received the company's annual Customer Service Award, which recognizes an employee each year for his or her dedication to exceeding customer expectations.

She was nominated by a co-worker who said, "Jennifer's goal is to always show kindness no matter the situation. She applies this philosophy every day at Conway Corp and continually looks to improve herself and her team."

Jennifer started at Conway Corp in 2021.

Lance 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, "Lance communicates concerns and helps keep others in his area informed. His attention to safety issues and concerns is noticeable even outside his department. He has made it his mission to make sure his co-workers are always in the know and heard when it comes to safety."

Lance joined the company in 2006 as an operator apprentice at the wastewater plant. He was promoted to plant operator in 2009.

Lesia was the company's 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 Lesia was nominated by her fellow co-workers for going above and beyond in 2023.

One nomination for her said, "Lesia is known as the 'go to' for getting things done, not only implementing change within the customer service team but identifying areas of concern and addressing them with other departments. She is consistently able to view the big picture for the company, team and customers and make decisions that impact all in positive ways."

Lesia started part-time at Conway Corp and was hired as a full-time customer care specialist in 2012. She was promoted to call center supervisor in 2014.



**Jennifer Brannon**  
Customer Service Specialist  
*Customer Service Award*



**Lance Harwell**  
Wastewater Plant Operator  
*Safety Leadership Award*



**Lesia White**  
Call Center Supervisor  
*Tower of Excellence Award*

## CONWAY CORP ACCEPTING NOMINATIONS FOR BOARD OF DIRECTORS

Conway Corp is now accepting nominations for board membership.

The Conway Corp Board of Directors elects one new member annually to serve a seven-year term. Nominees will be considered for the term beginning on May 8, 2024.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2024. Nominations should be submitted in writing and include the following information:

- (1) the 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 nominee and nominator, if different.

Nominees must live on Conway Corp service and be 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 the Conway community.

Information included in all applications will become public information.



# CONWAY CORP PROMOTES MYERS



Conway Corp promoted Eleise Wood Myers to Business Solutions Manager in November 2023.

The Business Solutions team is responsible for commercial service sales including advertising, internet, video and voice services to small-and-medium-sized businesses as well as fiber/advanced services to enterprise customers.

In addition, the business team manages customer support for key accounts.

"Eleise has been with Conway Corp for 15 years," Conway Corp Chief Marketing Officer Crystal Kemp said. "She brings a wealth of industry knowledge and customer service experience to this new leadership role. I am excited see her lead our Business Solutions team."

Eleise joined Conway Corp in 2008 as a customer care specialist. In 2012, she was promoted to a commercial sales account executive.

In 2018, she became a business solutions sales engineer and focused on working with departments across the company to build Conway Corp's hosted voice and fiber business.

# CONWAY CORP HONORS RETIREES

## Tilden Fulmer, 44 years

Chief Plant Operator Tilden Fulmer retired December 2023 after dedicating more than 44 years of service to Conway Corp.

Tilden was hired at Conway Corp in July 1979 as a plant operator in the wastewater department. He was promoted to his current position in 1998.

During his four-decade career, Tilden worked tirelessly to ensure that Conway's wastewater plant was running at peak efficiency 24 hours a day, seven days a week to protect the health of Conway residents.

"I was lucky enough to work with Tilden his entire 44-year career," Wastewater Plant Superintendent Bill Fulmer said. "He always went above and beyond to keep the plant running smoothly. It won't be the same without him here, and he will be missed by everyone he worked with."



## Preston Glover, 29 years

Senior Meterman Preston Glover retired December 2023 after dedicating more than 29 years to Conway Corp and the Conway community.

Preston started his career at Conway Corp in 1994 as a groundman in the electric department and was promoted to electric meter tester in 1999.

In 2007, Preston successfully completed a four-year apprentice program and was promoted to journeyman meterman. He was promoted to his current position in 2017.

"Preston has always been one to teach," Journeyman Meterman Kaleb Barkley said. "In fact, several of us refer to him as PTU – or Preston Tech University. He has helped me learn a lot about this part of power delivery, and I know we will continue to find his teaching lessons sketched on scattered transformers for years to come."



## Jody Smith, 41 years

Cable Telecommunications System Manager Jody Smith retired August 2023 after dedicating more than 41 years of service to Conway Corp.

Jody joined the company in 1982 as a cable/electronics technician. He was promoted to cable TV supervisor in 1993 and again in 2000 to assistant superintendent of the department. He was promoted to his most recent position in 2014.

During his tenure, Jody helped oversee Conway Corp's transition from a citywide analog cable system to an all-digital system.

"Jody is the kind of person you put in charge of something and you have complete trust and faith that he will get it done and it will be right," Chief Operating Officer Greg Dell said. "He is a dedicated, conscientious employee and he is genuinely a great person."





# WATER INFRASTRUCTURE INVESTMENTS

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A major part of Conway Corp's mission is ensuring the large, complex system that collects, treats and delivers clean drinking water for our nearly 70,000 residents is ready for future challenges and growth.

And with almost 100 years of operations as the city's water provider, we are at an important time which includes a period of the most significant capital investment in our history.

A series of "once in a lifetime" projects are now underway – including expanding the current water treatment plant, constructing a second raw water line from Brewer Lake to Conway and planning for an additional water source.

These projects, in addition to the ongoing work of maintaining and upgrading the system as needed will boost resilience, reliability and sustainability of the system for years to come.

Water is a crucial resource that supports us all. Maintaining and investing in our system will ensure Conway Corp and our customers are ready for the future.

We expect to invest \$75 million over the next five years in projects that will maintain, repair, protect and upgrade our water system to prepare for the future.

At the same time, we're committed

to keeping water rates as low as possible while still delivering clean, safe water to our customers.

Long-term planning has always been a key element in Conway Corp's ability to meet the needs of our community.

Today's customers benefit from a highly reliable water system – much of which was planned decades ago.

Ensuring our customers have enough safe, clean drinking water for years to come remains our top priority, and we have a master plan for water supply to ensure the needs of customers are met well into the future.

Water projects don't happen overnight, and we work daily to ensure we have enough water not only today but 50 years from now.

Conway Corp staff and consultants are developing plans for an 8 MGD expansion at the Roger Q Mills Water Treatment Plant that will bring the capacity to 32 MGD.

We are working closely with the US Army Corps of Engineers to build a new intake and receive an additional water allocation from Greers Ferry Lake.

We are also working with the Mid Arkansas Water Alliance to explore the potential for a new long-term water source for approximately 27 water utilities in nine central Arkansas counties.

We are continuing to develop and strengthen regional partnerships with Community Water System and Conway County Regional Water Distribution District to meet the water needs of more than 161,000 people across five counties.

That includes developing a partnership with CWS to build shared infrastructure which may include an intake on Greers Ferry Lake, a 34-mile transmission main and a new water treatment plant.

In addition to these partnerships, we're working closer to home by updating infrastructure, replacing old water pipes and increasing water main capacity to prepare for the future.

Just like we are currently benefiting from the planning and work completed in the 1970s, we are planning right now to keep Conway flourishing for generations to come.

We've been providing reliable, affordable and clean water to the Conway community for nearly 100 years. After all this time, we're still motivated by who we are and what we do for our community.

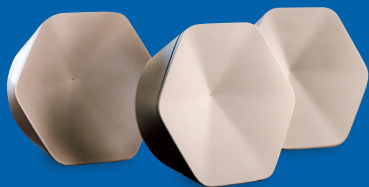
We're committed to Conway – today and in the future.



Bret Carroll  
Conway Corp CEO



# IT'S THE SMARTER WAY *to* WIFI



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**MANAGED WIFI**



**ConwayCorp**

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# TIME *to* MAKE THE SWITCH!

We are transitioning all current cable customers to ConwayCorpTV.  
Call 501-450-6000 to schedule your free installation.



**CONWAYCORPTV**