



# CONNECTED

Conway Corp Newsletter

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*Powering Conway since 1929.*



## Brett McDaniel Promotion

Conway Corp promotes Brett McDaniel to Chief Operating Officer. | **P.2**



## Water Rate Adjustment

Conway City Council votes to adopt an adjustment on water rates. | **P.3**



## Linemen Certifications

Two electric employees promoted to Journeyman Lineman. | **P.4**



**WATER SYSTEMS EMPLOYEES:**  
SENIOR FOREMAN FRANK FASON,  
UTILITY WORKER BRENT HENDERSON  
AND SENIOR FOREMAN CHAD HOGAN

Conway is growing, and our crews are working now to prepare for our future water needs. Over the next five years, Conway Corp will invest more than \$75 million in projects to maintain, repair and upgrade our water system including expanding the current water treatment plant, repairing and replacing aging water mains across the city, constructing a second raw water line from Brewer Lake to Conway and planning for an additional water source.



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# CONWAY CORP PROMOTES MCDANIEL

Conway Corp has announced the promotion of Brett McDaniel to Chief Operating Officer.

As COO, Brett will direct, administer and coordinate the activities of operations in support of policies, goals and objectives established by the Chief Executive Officer and the Board of Directors.

He is responsible for the overall direction, coordination and evaluation of the operations division at Conway Corp, including engineering, electric, water and telecommunication services.

"I am looking forward to working with Brett as he moves to the role of COO," Chief Executive Officer Bret Carroll said. "Brett's experience over

the past 18 years has given him insight that is critical as we plan for the future of all of our utility and telecommunication services. He is committed to Conway Corp and our customers and will serve them well in his new role."

Brett began his career with the company in November 2005 as a water systems engineer.

He was promoted to water systems senior engineer in 2008 and was named engineering & planning manager in 2017.

Brett replaces former Chief Operating Officer Greg Dell, who retires March 31, following a 39-year career with the company.



## CHIEF OPERATING OFFICER GREG DELL RETIRES



Chief Operating Officer Greg Dell retired in March 2024 after dedicating more than 39 years of service to Conway Corp and the Conway community.

Greg joined the company in 1985 and worked in several engineering and design positions before being named engineering and planning manager in 2005. He was promoted to COO in 2017.

Under his leadership, Conway Corp saw the completion of its advanced meter project, began construction on a new operations center, launched ConwayCorpTV, expanded water service to underserved areas outside the city limits and added more than 132 megawatts of solar energy to Conway Corp's portfolio.

During his almost 40 years with the company, Greg said he saw many changes and the most satisfying part of his career included advancing and modernizing the tools and equipment staff use to perform their jobs.

"An employee came by my office the other day to visit and to say thanks for getting us what we need to do our jobs safer and better," he said. "When I think about my accomplishments at Conway Corporation, this is right at the top."

During his tenure, the city of Conway nearly tripled in population. Chief Executive Officer Bret Carroll said Greg constantly had an eye on future infrastructure needs.

"I have especially appreciated his tireless efforts in planning for future water supply for Conway and improving our mutual aid agreements for our power association in Arkansas," Bret said. "It won't be the same without him here, but he has trained his staff well to prepare for his retirement and that is what good leaders do. He has developed a lot of bench depth that will serve us well into the future."

Greg said the co-workers he worked with day in and day out were one of the main reasons he stayed at Conway Corp so long.

"Working with such a great group of guys makes it hard for me to leave. Everyone has shown me kindness. We're like family and I will miss everyone."

While reflecting on his time at Conway Corp, Greg is reminded of his favorite quote from Theodore Roosevelt: "Whenever you are asked if you can do a job, tell 'em – 'Certainly I can!' Then get busy and find out how to do it."

# CITY COUNCIL APPROVES WATER RATE ADJUSTMENT

The Conway City Council voted unanimously in February 2024 to approve a water rate adjustment to address the impact of inflation on the price of water collection, distribution and treatment as well as critical water infrastructure.

Monthly water bills include a fixed monthly charge and charges for how much water is used. Beginning April 1, 2024, these charges – customer and consumption – will increase by 7 percent for all classes.

The monthly customer charge covers Conway Corp's costs for treating and delivering water to customer homes – including labor, maintenance and repairs to distribution infrastructure.

These costs exist no matter how much water customers use, which is why the charge is fixed and equal for all members within each rate class.

The consumption charge is based on how much

water a customer uses per 1,000 gallons during a one-month period.

In addition, customers will see a new Watershed Protection Fee. This monthly fee is fixed per meter and determined by meter size.

The fee funds our Watershed Management Program, which includes land acquisition, water quality monitoring and other measures to protect our drinking water supply from potential sources of pollution.

The average Conway Corp residential water customer using 5,000 gallons of water per month will see a \$3 increase per month.

It is important to note the total increase for individual customers will vary based on specific water usage.

For more information, visit [ConwayCorp.com/RateAdjustment](http://ConwayCorp.com/RateAdjustment).

The average residential customer using 5,000 gallons per month will see a less than \$3 increase per monthly bill.

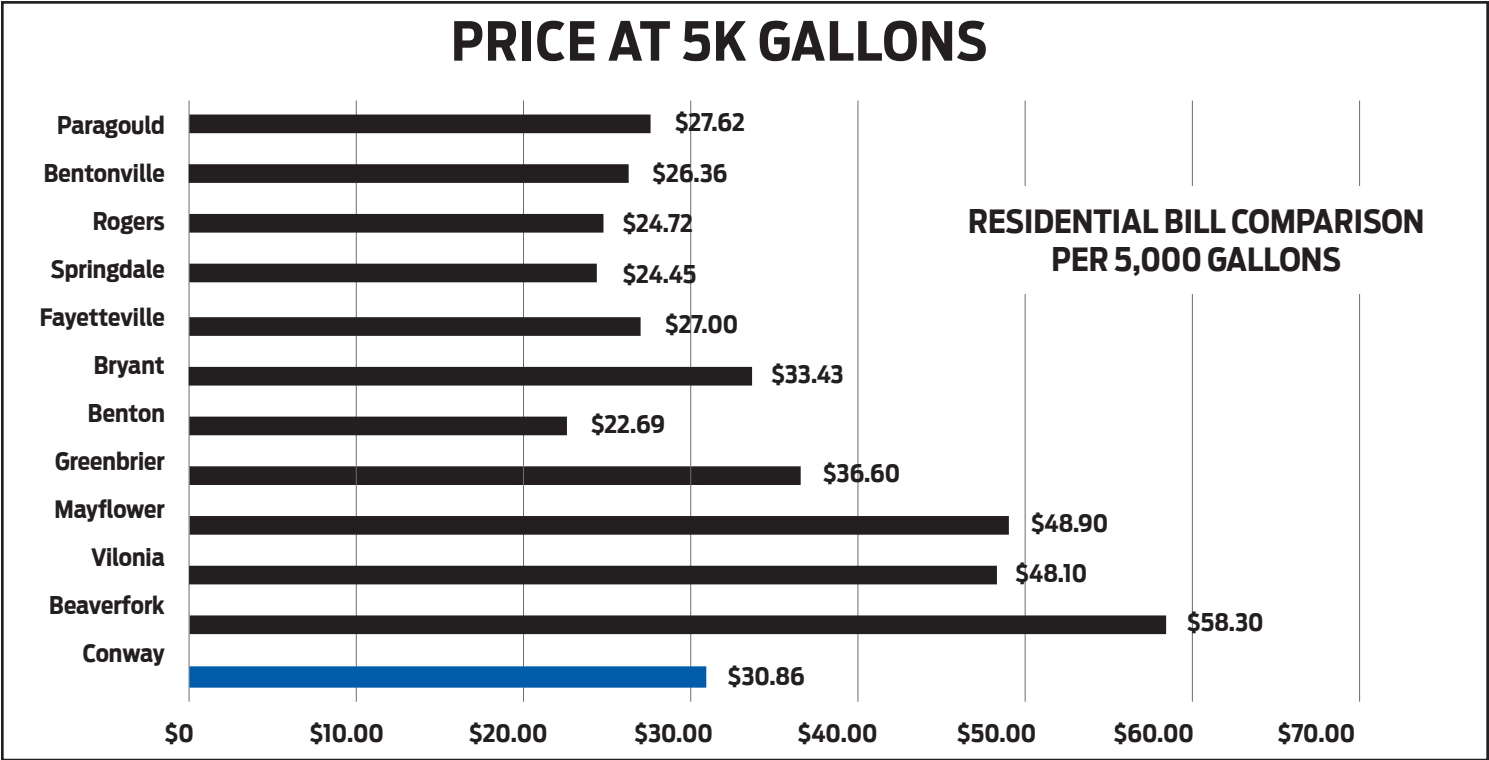
## WHAT DOES MY WATER RATE INCLUDE?

**Collection, treatment and distribution of water.** Conway Corp water travels dozens of miles from Brewer Lake to your faucet.

**Other operating costs** to maintain a water utility, such as personnel, equipment and maintenance.

**Capital improvements** to keep our water plant and distribution system in good working condition.

## RESIDENTIAL RATE COMPARISON PER 5,000 GALLONS



# EMPLOYEES EARN LINEMEN CERTIFICATIONS

Conway Corp Electric Department employees Blake Henderson and Kolt Weatherley were promoted to Journeyman Lineman after successfully completing a four-year apprentice program through the Missouri Public Utility Alliance.

The program requires classroom, correspondence and hands-on training workshops with monthly and annual exams on electric curriculum including overhead and underground systems; pole climbing, installing and mounting; conductors, transformers and substations and equipment operation.

The pair were required to attend hands-on immersion skills training workshops including a week-long session for pole climbing, pole top rescue and bucket truck operation.

Workshops included the fundamentals and experience necessary to qualify lineworkers in pole climbing as well as bucket truck essentials.

Having completed the program, the pair logged more than 7,200 hours of on-the-job training and are now certified United States Department of Labor Journeymen Linemen.

"Blake and Kolt have worked so hard to complete this training," Electric Distribution System Senior Foreman Mark Rowlett said. "They are dependable, smart and hard working. We look forward to them taking their next steps."

Their commitment to the intensive program helps give Conway Corp the ability to provide a high-level of dependable electric service.

"Conway Corp has been recognized by the American Public Power Association with the Reliable Public Power Provider (RP3) designation because of dedicated and highly-trained employees like Blake and Kolt," CEO Bret Carroll said.



Blake Henderson



Kolt Weatherley

"The RP3 designation recognizes Conway Corp as one of the best electric providers in the nation for consistently providing Conway residents with the highest degree of reliable and safe electric service."

Henderson started his career at Conway Corp in March 2017 as a groundman, and Weatherley started in August 2015 as a groundman.

# CONWAY CORP HONORS RETIREES

## Mark Bickford, 29 years

Utility Worker Mark Bickford retired January 2024 after dedicating more than 29 years of service to Conway Corp and the Conway community.

Mark joined the company as a utility worker in the water department in April 1994. He spent his career installing, maintaining and repairing water lines to ensure residents had fresh, clean water.

"On numerous occasions, I have seen Mark take the time to teach the new employees the correct and safe way so that each one could go home at the end of the day," Water Systems Manager Lee Tedford said.



## Nancy Avra, 25 years

Executive Assistant Nancy Avra is retiring April 2024 after spending more than 25 years serving Conway Corp and the Conway community.

Nancy was hired in 1999 as an administrative assistant and was promoted to executive assistant in 2016.

"Nancy showed up each and every day and found ways to make everyone around her more efficient and better at their job which ultimately allowed us to better serve our customers," Chief Executive Officer Bret Carroll said. "Her contributions to the company will be felt for years to come."



## Bruce Bradford, 37 years

Senior Plant Operator Bruce Bradford is retiring May 2024 after dedicating more than 37 years of service to Conway Corp and the Conway community.

Bradford joined the company as a plant operator in November 1986 and was promoted to senior plant operator in September 2021. He spent his career at the Brewer Lake location.

"Bruce was on call 24/7 to ensure that Conway had a safe and reliable source of drinking water throughout his entire career," Water Systems Manager Lee Tedford said. "No matter the time of day, he was responsible for getting everyone water."





# 2024 WATER RATE ADJUSTMENT

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The Conway City Council approved a water rate adjustment during its February 2024 meeting to address the impact of inflation on the price of water collection, distribution and treatment as well as critical water infrastructure.

The decision by our Board of Directors to request an adjustment came after conducting a comprehensive cost-of-service and rate study which determined a rate adjustment is needed to maintain reliability and quality of service for customers.

One of the most fulfilling parts of leading Conway Corp is that we are guided by our mission to serve our community. We only adjust rates when necessary to maintain the integrity of our operations. Unfortunately, a rate adjustment is now necessary.

We understand these are economically difficult times for our customers. Since this is the first time Conway Corp has asked the council to adjust water rates since 2016, I want to take this opportunity to explain the upcoming rate adjustment and what changes you can expect to your monthly statement.

## **RATE ADJUSTMENT**

Our focus is always to provide safe, plentiful and affordable water to our customers.

Monthly water bills include a fixed monthly charge and charges for how much water is used.

Beginning April 1, 2024, these charges – customer and consumption – will increase by 7 percent for all classes.

The monthly customer charge covers Conway Corp's costs for treating and delivering water to your home – including labor, maintenance and repairs to distribution infrastructure.

These costs exist no matter how much water customers use, which is why the charge is fixed and equal for all members within each rate class.

The consumption charge is based on how much water a customer uses per 1,000 gallons during a one-month period.

In addition, customers will see a new Watershed Protection Fee. This monthly fee is fixed per meter and determined by meter size.

The fee funds our Watershed Management Program, which includes land acquisition, water quality monitoring and other measures to protect our drinking water supply from potential sources of pollution.

The average Conway Corp residential water customer using 5,000 gallons of water per month will see a \$3 increase per month,

but it's important to note the total increase for individual customers will vary based on specific water usage.

This adjustment is necessary to cover the increased cost of doing business in order to ensure the financial stability of Conway Corp while also working to maintain the quality, reliability and integrity of the services we provide.

Even with the adjustment, Conway Corp rates will remain among the lowest in the region.

## **OUR COMMITMENT**

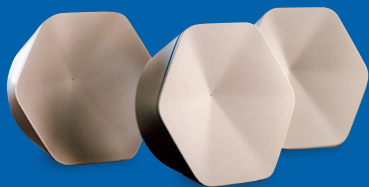
Adjusting rates is never an easy choice, and our customers are always our top priority with these decisions. We will continue our mission of exceeding our customers' expectations in producing and delivering safe, affordable, reliable, innovative and environmentally-sound utility and telecommunication services while enhancing the quality of life in our community.

Looking ahead, we will continue to invest in modernized equipment and infrastructure as well as provide customers with information on how to reduce water use and get the most value out of your service.



Bret Carroll  
Conway Corp CEO

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