



# CONNECTED

Conway Corp Newsletter

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*Powering Conway since 1929.*

## Stewart Promotion

Conway Corp promotes Jerry Stewart to Info Risk & Compliance Manager. | **P.2**

## Outstanding Employees

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

## Board Nominations

Conway Corp accepting applications for new board member. | **P.3**



Conway Corp crews and contractors worked around the clock to repair a break in the raw water line from Brewer Lake to the Roger Q Mills Water Treatment Plant in September 2024. The community was asked to help out by delaying nonessential water usage like washing clothes or watering vegetation. Thanks to our customers' curtailment efforts, water service was not interrupted and water quality was not affected.



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# CONWAY CORP PROMOTES STEWART



Conway Corp recently announced the promotion of Jerry Stewart to Information Risk & Compliance Manager.

In this role, his expertise will be instrumental in designing Conway Corp's security architecture, strengthening the company's defenses and ensuring the organization's resilience against cyber threats.

"With his leadership, I'm confident that our information security awareness programs will be a tremendous success, empowering our team to uphold the highest standards of safety and vigilance," Chief Financial Officer Erin Brown said. "I'm proud of the work he has done and look forward to his continued success in this role."

Jerry began his career with Conway

Corp in 2004 as a WAN support technician. In 2010, he was promoted to senior broadband services technician and again in 2012 to broadband systems administrator.

Following a departmental reorganization in 2017, Jerry transitioned to administrator of information security & compliance. In 2019, his role shifted to information risk & compliance administrator.

# KOONE RETIRES AFTER TWO DECADES OF SERVICE

Wastewater Plant Operator Marvin Koone retired October 2024 after dedicating more than 23 years of service to Conway Corp and the Conway community.

Marvin joined the company as an operator apprentice in 2001. He was promoted to plant operator of the Tupelo Bayou Wastewater Plant in

September 2004.

"Marvin has been an excellent operator, going above and beyond," Wastewater Plant Superintendent Kody Miller said. "He has always gone the extra mile to not only keep the plants running, but also take care of the next guy coming in. He is a true leader who will be missed."

Marvin said he will miss his co-workers but is looking forward to spending more time with his wife and grandkids in retirement.

Reflecting on his time at Conway Corp, he said "Stay with it. Your hard work will pay off in the long run, I promise. I would not be here without this company."



## 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 Water Systems Senior Engineer Mark Ferguson, Electric Systems Senior Designer Tony Leach and Customer Service Specialist Tressie Mazen with awards for their exemplary work performance.

Mark received the company's annual Tower of Excellence Award, which recognizes an employee who has made a significant impact on Conway Corp through outstanding dedication and exceptional job performance, and Mark was nominated by his fellow co-workers for going above and beyond in 2024.

One nomination for him said, "Mark has a very strong work ethic, often being here early in the morning until well after everyone has gone home. All the projects he has can be overwhelming, but he remains calm and patient with the process."

Mark started at Conway Corp as a water systems engineer in 2013. He was promoted to his current position in 2020.

Tony 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, "Tony has been at the forefront of holding our contractors to the same level of excellence we expect out of our own employees. People around Tony benefit from his knowledge, care and oration of safety. He always puts safety first."

Tony joined the company in 1994 as a groundman in the electric department. He was promoted to electric systems designer 1 in 2001 and to his current role in November 2019.

Tressie was the company's Customer Service Award winner. The award recognizes an employee each year for his or her dedication to exceeding customer expectations both internally and externally.

One nomination for her said, "There is no stone Tressie will not turn over for the answer, and she is always cheery and warm while doing it. She welcomes everyone to her desk like an old friend, and I'm sure many people walk away feeling like they've got a new friend here at Conway Corp."

Tressie started at Conway Corp in 2021.



**Mark Ferguson**  
Water Systems Senior Engineer  
*Tower of Excellence Award*



**Tony Leach**  
Electric Systems Senior Designer  
*Safety Leadership Award*



**Tressie Mazen**  
Customer Service Specialist  
*Customer Service 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, 2025.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2025. 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.

# EMERGENCY WATER MAIN REPAIR



# WATER INFRASTRUCTURE INVESTMENTS

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In September, our community experienced an emergency water curtailment due to a water main break in the raw water line from our main water source, Brewer Lake, to the Roger Q Mills Water Treatment Plant.

Water main breaks are fairly common and happen when an underground water pipe that carries water to a home or business cracks, bursts or leaks.

These pipes are part of an intricate system that deliver clean, safe and reliable water to our community. When a break happens, it can cause temporary problems like low water pressure or flooding in the area.

In this case, the main water line from the lake to the plant was damaged which reduced Conway Corp's ability to effectively pump a high-demand volume of treated water to our customers.

Once the leak was identified, the situation required quick action to protect essential services like hospitals and firefighting while our crews worked to repair the water main and restore normal service.

Our crews immediately began staging the equipment and materials needed to repair the water main.

While work was being completed, we had to temporarily stop pumping water from the lake to

the treatment plant and rely on the water reserves in our tanks.

We notified customers of a mandatory water curtailment while the line was being repaired beginning Friday, September 13 at 8 a.m. and asked the community to help out by delaying nonessential water usage like washing clothes or watering vegetation.

Our crews and contractors worked around the clock to make the necessary repairs, and normal water service was restored on Saturday, September 14, less than 30 hours after repairs began.

Thanks to our customers' curtailment efforts, water service was not interrupted and water quality was not affected.

While we repaired the immediate issue, we're now focusing on preventing potential water emergencies in the future.

We have been preparing to install a second raw water line from Brewer Lake to the Roger Q Mills Water Treatment Plant and construction is scheduled to begin on the project later this year.

A second raw water main line will reduce the risk of future service interruptions while also increasing capacity to meet the needs of our growing community.

In addition, a new line will strengthen our overall water

system with updated materials and technology.

Conway is growing, and our employees are working now to prepare for our future water needs.

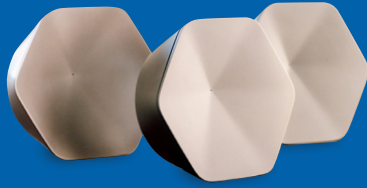
Over the next five years, Conway Corp will invest more than \$75 million in projects to maintain, repair and upgrade our water system including expanding the current water treatment plant, repairing and replacing aging water mains across the city, constructing a second raw water line from Brewer Lake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

We know water supply is critical to our daily life and future growth, and we're confident our planning will allow us to continue serving the community with excellence for years to come.



Bret Carroll  
Conway Corp CEO

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