



# CONNECTED

Conway Corp Newsletter  
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*Powering Conway since 1929.*

## Employee Retirements

With more than 110 years of combined service, four employees retire. | **P.2**

## Makara Promotion

Tom Makara promoted to Property & Procurement Manager. | **P.3**

## Linemen Certifications

Three electric department employees promoted to Journeyman Lineman. | **P.3**



Conway Corp electric, water and telecom engineers work behind the scenes every day to design, maintain and improve the systems that support our growing community. From expanding water capacity and strengthening the electric grid to enhancing broadband infrastructure, these employees are planning today for Conway's future needs. Learn more about how we're planning for Conway's future water needs on page six.



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# CONWAY CORP HONORS RETIREES

## Doug Huckabay, 28 years

Customer Premises Equipment Technician Doug Huckabay retired in February 2026 after dedicating more than 28 years to Conway Corp.

Doug started at Conway Corp in 1997 as a technician in the cable department. He advanced through several roles in the department before being promoted to his most recent position in 2013.

"I could always count on Doug to show up and do it right, and he has been instrumental in the cable department's progress, especially with system upgrades," Cable Telecommunication Systems Manager Tommy Nolen said.



## Bill Bethea, 27 years

Assistant to the CEO Bill Bethea retired in April 2026 after spending more than 27 years serving Conway Corp and the Conway community.

Bill joined the company in 1999 and provided oversight on legal matters, contracts, regulatory issues, compliance and more.

"Bill has been a trusted advisor to me and a steady presence for our organization for nearly three decades," Chief Executive Officer Bret Carroll said. "He has been a great colleague and an even better friend, always telling you what you needed to hear with honesty and diplomacy."



## Gordon Valentine, 27 years

Underground Service Technician 2 Gordon "Cheese" Valentine retired in May 2026 after dedicating 27 years to Conway Corp and the Conway community.

Cheese was hired in 1999 as a groundman in the electric department. He was promoted to underground service technician in 2007 and to his most recent position in 2022.

"I grew up in this town and knowing that I was a small part of a big wheel that helped this town and watched it grow means a lot," he said. "It's been rewarding and humbling."



## Leslie Guffey, 30 years

Engineering Service Development Technician Leslie Guffey retired in May 2026 after dedicating more than 30 years of service to Conway Corp.

Guffey joined the company in 1996 as a water systems designer. She was promoted to her most recent role in 2008. She worked to help coordinate utility services for new residential and commercial developments.

"I'm really going to miss my regular customers and the people I work with every day," she said. "After working together for so many years, they become more than coworkers. I'm grateful for them."



# CONWAY CORP PROMOTES MAKARA



Conway Corp recently promoted Tom Makara to Property & Procurement Manager in the company's Operations Division.

In this role, Tom will oversee property and procurement operations, including

inventory management, purchasing and asset coordination to support efficient company wide operations.

"Tom brings valuable experience, strong institutional knowledge and a deep commitment to the company in this new position," Chief Financial Officer Erin Brown said. "He is a highly respected employee who has served Conway Corp

well. We are confident Tom will continue that strong tradition in his new role."

Tom joined Conway Corp in 2010 as a dispatch/utility employee. He was promoted to materials coordinator in 2013 and was promoted to inventory control coordinator in 2022.

Over the years, he has contributed to numerous projects and initiatives that have improved efficiency, strengthened customer service and advanced Conway Corp's mission.

Tom was honored in 2025 with the company's Tower of Excellence award for making a significant impact on Conway Corp through his outstanding dedication and job performance.

He was also one of three Conway Corp employees named a Blue Ribbon Workforce Hero by the Conway Area Chamber of Commerce in 2025.

# EMPLOYEES EARN LINEMEN CERTIFICATIONS

Conway Corp Electric Department employees Tylor McPherson, Cody Tackett and Kyle Troxler were each 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.

They 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, they each logged more than 7,200 hours of on-the-job training and are now certified United States Department of Labor Journeymen Linemen.

"Tylor, Cody and Kyle have worked so hard to complete this training," Electric Distribution System Senior Foreman Mark Rowlett said. "They are



Tylor McPherson

Cody Tackett

Kyle Troxler

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 Tyler, Cody and Kyle," CEO Bret Carroll said.

"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."

All three started their careers at Conway Corp in 2017 as groundmen before entering into the four-year lineman program in 2022.

# BOARD ELECTS RUHL

The Conway Corp Board of Directors recently elected Brandon Ruhl to serve a seven-year term beginning May 8, 2026.



Ruhl is an architect and leader at Taggart Architects, one of Arkansas's largest architectural firms.

"I'm honored to join the board of Conway Corporation and contribute to an organization that plays such a vital role in our community," Ruhl said. "Conway Corp's commitment to reliable, affordable utility and communication services, along with its reinvestment in Conway's quality of life, is something I've long respected. I look forward to bringing my experience to the board and supporting its mission to serve our community with excellence for years to come."

Ruhl has a Bachelor of Architecture from the University of Arkansas and has worked extensively on projects that helped shape communities and infrastructure across the nation.

He and his wife, Valerie, have two daughters. When not duck hunting or playing golf, he is active in the community and currently serves with the American Institute of Architects (AIA) Arkansas Arch PAC. He previously served on the Conway Planning Commission and the AIA Arkansas Board of Directors.

The board elects one director annually to serve a seven-year term. Ruhl replaces former chair Denise Perry, whose term ended May 8, 2026.

# COMPANY HIGHLIGHTS



Telecom Business Class Services Technician 2 Lane McNew



Lead Telecom Installer Technician Wesley Manion

In April 2026, telecom employees participated in the hands-on Broadband Skills Championship Training Challenge sponsored by the Society of Cable Telecommunications Engineers (SCTE) Razorback Chapter at the Mid-America Cable Show in Kansas City.

Participants completed practical exercises focused on troubleshooting, installation and system performance while gaining valuable training experience and collaboration opportunities.

Game events focused on areas such as fiber installation, signal testing, troubleshooting and maintenance, helping participants strengthen both technical knowledge and teamwork.

Telecom Business Class Services Technician 2 Lane McNew earned first place in the training challenge after demonstrating strong troubleshooting abilities, technical knowledge and overall performance throughout the competition exercises.



Electric Substations/SCADA Senior Foreman Bob Ticer, Chief Operating Officer Brett McDaniel, Senior Lineman Nate Ball, Journeyman Lineman/Training Coordinator Si Anthony, Journeyman Lineman Kolt Weatherley, Apprentice Lineman 4 Wesley Fason, Apprentice Lineman 2 David Ragland, Electric Distribution System Senior Foreman Scott Ussery, Chief Executive Officer Bret Carroll and Safety & Emergency Management Director Brent Fason traveled to Huntsville, Alabama earlier this year to participate in the **American Public Power Association's 2026 Lineworkers Rodeo**. The rodeo is a unique opportunity for Conway Corp linemen to connect with lineworkers from across the country, compete for recognition, attend training sessions and practice essential skills in a safe environment.

# PREPARING FOR THE FUTURE

Conway and much of the country are experiencing historic drought conditions, with rainfall totals reaching some of the lowest levels recorded for this time of year.

While Conway Corp is not currently facing a water emergency, customers are being asked to curtail unnecessary water usage as dry conditions remain.

As Conway continues to grow, new businesses and industries are choosing to invest in our community. It's important to note the current conservation request is not related to industrial growth. The challenges we are experiencing today are solely the result of drought conditions.

Conway Corp's long-term water planning efforts are specifically designed to ensure the community has the capacity and infrastructure needed to support both residential growth and economic development well into the future.

The current drought serves as an important reminder that reliable water service depends not only on responsible conservation today but also on long-term planning and investment for the future.

For nearly 100 years, Conway Corp has provided clean, safe and reliable water service to the community. Behind that service is a large and complex system that collects, treats and delivers water to nearly 70,000 residents every

day. Preparing that system for future growth and future challenges remains one of Conway Corp's highest priorities.

Conway Corp has entered a significant period of capital investment, with more than \$75 million in water system projects planned over the next five years. These projects are designed to improve reliability, increase capacity and strengthen the long-term sustainability of Conway's water system.

Major projects underway or in development include an 8 MGD expansion at the Roger Q Mills Water Treatment Plant that will increase treatment capacity to 32 MGD, construction of a second raw water line from Brewer Lake to Conway and continued planning efforts for additional long-term water sources.

Many of these improvements have been part of Conway Corp's long-range planning efforts for decades. Just as customers today benefit from infrastructure projects planned and constructed in the 1970s, Conway Corp employees are working now to prepare the system for future generations.

Conway Corp is also continuing to strengthen regional partnerships to meet the growing water needs of central Arkansas. Employees are working with the U.S. Army Corps of Engineers on a new intake

and additional water allocation from Greers Ferry Lake while also partnering with the Mid-Arkansas Water Alliance, Community Water System and Conway County Regional Water Distribution District on future regional water supply projects that could serve more than 161,000 people across five counties.

Closer to home, Conway Corp crews continue replacing aging water mains, upgrading infrastructure and increasing water main capacity throughout the city to improve resiliency and reliability.

Water projects do not happen overnight, and Conway Corp employees continue working every day to ensure the community has enough safe, reliable water not only today but for decades to come.

While Conway Corp continues preparing for the future, business and residential customers can help support the community during the current drought conditions by being mindful of water usage.

When an entire community makes small changes, those efforts add up quickly. We appreciate everyone working together to help conserve water and protect this important resource for Conway's future.



Bret Carroll  
Conway Corp CEO

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