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Conway Corp Newsletter
Fall 2026 | Vol. 38 | No. 3
Powering Conway since 1929.

Outstanding Employees

Conway Corp employees earn Blue Ribbon Workforce Heroes Awards. | **P. 2**

Light Up Navajo

Conway Corp linemen provide mutual aid to thousands in Navajo Nation. | **P. 2**

Planning for the Future

Conway Corp investing in long-term water supply projects. | **P. 5**



Conway Corp electric crews recently gave students at Meadowlake Day School a behind-the-scenes look at the work that keeps Conway powered. Crew members showcased the specialized trucks, tools and protective gear they use every day to build and maintain the city's electric system. Students had the chance to see the equipment up close, ask crew members about their jobs and learn important tips for staying safe around power lines and electricity.

CHAMBER HONORS BLUE RIBBON HEROES

Conway Corp employees Brad Curtis and Zach Gardner were recently named Blue Ribbon Workforce Heroes by the Conway Area Chamber of Commerce.

The award honors individuals and companies in Faulkner County who have made a lasting impact on their company and community and who demonstrate potential to be industry leaders within the next decade.

"Brad and Zach are tremendous assets to Conway Corp and are very deserving of this recognition," Conway Corp CEO Bret Carroll said. "Their dedication, expertise and commitment to serving our community represent the best of Conway Corp. We are proud of the work they do every day and the impact they continue to make within our company and their respective industries."

Brad serves as operations system coordinator in Conway Corp's Engineering & Planning Department. In this role, he supports the systems and processes that allow Conway Corp teams to effectively plan, coordinate and carry out utility operations.

His technical knowledge, attention to detail and ability to work across departments help ensure employees have the information and resources needed to provide reliable service to Conway Corp customers.

Zach serves as environmental coordinator in Conway Corp's Water Department. In his role, he helps support Conway Corp's environmental and regulatory responsibilities while working to protect the natural resources that are essential to the community.



Environmental Coordinator Zach Gardner and Operations System Coordinator Brad Curtis

His work contributes to the safe and responsible operation of Conway Corp's water and wastewater systems and reflects the company's commitment to environmental stewardship.

LINEMEN LIGHT UP NAVAJO NATION

For most Conway Corp customers, flipping a switch and having power is something we never question. But for families in the Navajo Nation who have never had electricity, that simple moment can be life-changing.

This year, six Conway Corp electric employees traveled more than 1,000 miles from home to Arizona to help make that moment possible as part of the 2026 Light Up Navajo initiative.

Senior Lineman Travis Lauer, Journeymen Linemen Kyle Troxler and Cody Tackett, Apprentice Lineman 4 Wesley Fason, Apprentice Lineman 2 David Ragland and Apprentice Lineman 1 Connor Frost joined utility workers from across the country to help extend electric service to homes across the Navajo Nation.

"Our linemen traveled thousands of miles from home to help bring power, comfort and hope to those who have never had electricity," Conway Corp Electric Distribution System Manager Robert Meek said. "That's the true spirit of compassion, resilience and the strength of a community willing to help others in need."



Light Up Navajo brings public power utilities from across the country together to help extend electricity to homes in one of the most remote areas of the United States.

For the Conway Corp crew, the project meant taking the same skills they use every day to serve Conway and putting them to work 1,000 miles away.

The work is physically demanding. Crews work long days in unfamiliar desert terrain, building the infrastructure necessary to bring electricity to families who have gone without it for generations.

For Troxler, the opportunity represents what service means at Conway Corp.

"Being able to use the skills we have as linemen to help families in the Navajo Nation is incredibly rewarding," he said. "They need our help, and I'm honored to play a small part in bringing power, comfort and opportunity to them."

The experience also provides a powerful reminder of the impact of the work they perform every day.

Because a utility pole is more than a piece of infrastructure. A power line is more than a wire. At the end of that line is a home and a family.

Light Up Navajo is a partnership between the American Public Power Association and the Navajo Tribal Utility Authority that reflects one of the defining characteristics of public power – communities and utilities helping one another when help is needed.

Conway Corp's crew was joined on the journey by fellow Arkansas public power utilities. West Memphis Utilities also sent a crew, while Benton Utilities sent two employees to participate in the initiative.

Although the crews were assigned to different areas of the Navajo Nation, they traveled to Arizona together to support the shared mission of bringing electricity to families.

KEMP MOVES TO CHIEF CUSTOMER ROLE

Conway Corp recently announced Crystal Kemp's title changed from chief marketing officer to chief customer officer, reflecting the continued expansion of her leadership responsibilities and the company's commitment to delivering an exceptional customer experience.

As chief customer officer, Crystal will continue leading Conway Corp's marketing, communications, video production, business solutions and community engagement efforts while providing strategic oversight for customer experience, customer service, product services, brand strategy and local programming.

The updated title aligns with her role in shaping and enhancing the customer experience across every interaction with Conway Corp.

"Over the past several years, the scope of Crystal's role has expanded beyond traditional marketing responsibilities to include leadership and oversight of multiple areas," CEO Bret Carroll said.

"The Chief Customer Officer title more accurately reflects the role's responsibility for shaping and aligning the end-to-end customer experience across Conway Corp's services and customer touch points."

Crystal joined Conway Corp in 2000 as marketing and communications coordinator. She was promoted to marketing and public relations manager in 2010 and named chief marketing officer in 2018.

Throughout her tenure, she has led initiatives to strengthen customer communications, elevate Conway Corp's brand and enhance overall customer experience.



CONWAY CORP HONORS RETIREES

Bart Joyner, *35 years*

Property & Procurement Manager Bart Joyner retired June 2026 after more than 35 years of serving Conway Corp and the community.

Bart joined the company as a materials handler in 1991 and was promoted to assistant manager of materials in 1992. After a brief hiatus, he returned to Conway Corp in 2012 as manager of materials and fleet operations and was promoted to manager of property and procurement in 2018.

As manager, he oversaw warehouse and materials operations, fleet services, damage prevention and procurement functions. Throughout his career, he helped the company navigate major challenges, including severe weather events, supply chain disruptions and the COVID pandemic.



Terry Stewart, *29 years*

Senior Lineman Terry Stewart retired July 2026 after spending more than 29 years serving Conway Corp and the Conway community.

Terry began his career with Conway Corp in 1997 as a groundman in the electric department. Over the years, he advanced through the journeyman lineman four-year apprenticeship program and became a journeyman lineman in 2007. He was promoted to his current role in 2019.

Throughout his career, Terry helped maintain Conway's electric system by connecting new homes and businesses, assisting electricians with service installations, completing service upgrades and responding to countless trouble calls overnight and during severe weather events.



Kenny Beaty, *33 years*

Lab Supervisor Kenny Beaty retired August 2026 after dedicating more than 33 years of service to Conway Corp and the Conway community.

Kenny began his career as a utility worker apprentice in 1993. After two years, he was promoted to lab technician in 1995 and began working at the Stone Dam Wastewater Treatment Facility.

He was promoted to lab supervisor in 2005 and later transitioned in 2014 with the laboratory to the newly built Tupelo Bayou Wastewater Treatment Plant, where he continued serving as lab supervisor.

Throughout his career, his commitment to accurate testing and quality control has supported the safe, effective and reliable operation of Conway's wastewater system.



COMMUNITY HIGHLIGHTS



Conway Public Schools Foundation Executive Director Marti Jones, Conway Corp Chief Executive Officer Bret Carroll and Conway Public Schools Teacher of the Year Brick Cullum

Conway Corp recently recognized the 2026 **Conway Public Schools System Teacher of the Year Brick Cullum** with a $2,000 check at the district's Back-to-School Convocation in August 2026.

Brick is a social studies educator at Conway High School and serves as the school's Beta Club sponsor. A Conway native and proud product of Arkansas public schools, he has dedicated his career to helping students grow both inside and outside the classroom.

In 2013, Conway Corp pledged a $440,000 gift over four years to endow the award and to support Teacher Impact Grants presented by the Conway Public School Foundation.

"We are proud to follow the tradition our company was founded on by supporting education in our community," Conway Corp CEO Bret Carroll said.

Conway Corp was established in 1929 as the community faced the threat of losing Hendrix College and Central Baptist College. Bonds in the amount of $215,000 were issued and given to each of Conway's three colleges, along with the public and parochial schools. Since then, Conway Corp continues to invest in local education by supporting area students, teachers, schools and scholarships.

APPA DAY OF GIVING

Each year, the American Public Power Association encourages its more than 2,000 member utilities nationwide to celebrate a "Day of Giving" with local service events.

It's a chance for public power employees to give back to the communities they serve. For Conway Corp, it's also a chance to show what public power means: a local utility made up of neighbors who care about the community.

This year, Conway Corp employees assembled more than 3,000 snack bags to restock the Conway Ministry Center food pantry and the CAPCA Student Market, which serves families and individuals in crisis. Together, they donated more than 20,000 food and hygiene items.

For Conway Corp employees, giving back goes well beyond one month. The company's nearly 300 employees serve on local boards and volunteer with local charities throughout the year. This year, Conway Corp employees have given more than $25,000 to United Way, hosted a school supply drive and donated thousands of items to The Call.

Whether on the job or off the clock, Conway Corp employees continue to go above and beyond for the community they call home.







PLANNING FOR THE FUTURE

INVESTING IN CONWAY'S WATER INFRASTRUCTURE

This has been a long, hard year. The drought has asked a lot of everyone in Conway, and many of you have shared your frustration and concern with us. You've told us about the yards you've worked hard on, the gardens you're proud of and your questions about what comes next.

I want you to know that we hear you, and our team is working every day to protect the water our community depends on.

Central Arkansas is in a historic drought that began in the fall of 2025. Rainfall across the state is more than 11 inches below normal for the year, and Brewer Lake, Conway's primary water source, is more than 13 feet below its average level.

Just to begin recovering, the lake needs about 5 to 6 inches of widespread, heavy rain. To fully refill it, we need about 30 inches. Cooler fall weather is a welcome relief, but only rain can refill the lake.

Because dry conditions have continued, we suspended all outdoor irrigation in October, including sprinkler systems, soaker hoses and lawn watering. This wasn't an easy decision, and we didn't make it lightly.

Landscape watering is one of the largest demands on our water system, and pausing it is one of the most effective ways to stretch the supply we have for everyone.

If you're worried about your lawn, you're not alone. The good news is that a brown lawn is not necessarily a lost lawn. Most lawns in central Arkansas are warm-season grasses like Bermuda and zoysia, which go dormant when water is scarce.

The blades turn brown, but the roots stay alive below the surface. These grasses go dormant every fall anyway, and most established lawns will green back up on their own when the rain returns.

Many of you have also asked how we're planning for the long term. It's a fair question, and one we take seriously.

Planning for the future has always been central to Conway Corp's mission. Just as we benefit today from the vision and investment of past generations, we're working right now to make sure Conway continues to thrive for generations.

Over the next five years, Conway Corp expects to invest more than $75 million in our water system. This includes expanding the Roger Q Mills Jr. Water Treatment Plant and building a second raw water line from Brewer Lake to Conway.

In addition, we are replacing and upgrading aging infrastructure and developing long-term water supply partnerships, including an intake at Greers Ferry Lake.

Projects like these take years to plan and build, and they were underway long before the drought began. Our team has been working on Conway's long-term water supply for years, because a growing community needs a plan that looks well beyond any single dry season.

These investments will strengthen Conway's water system for decades to come. Even the best infrastructure can't make it rain, though. During a drought, conservation is what carries us through.

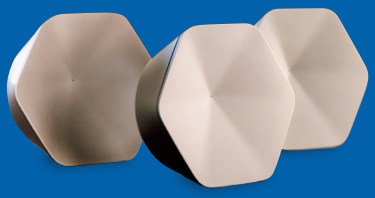
Through all of this, you have shown what this community is made of. Residents and businesses across Conway have changed routines, cut back on outdoor watering and found creative ways to save. We see the difference, and we're truly grateful.

Thank you for your patience, your understanding and your ongoing commitment to conservation. We'll get through this together.



Bret Carroll
Conway Corp CEO

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