

## Protect Your Personal Information



**BEWARE!** We have recently been notified of customers receiving emails about their SkyBest email account. This email is not from us. **DO NOT** click on any links in the email. Call us at 1-800-759-2226 any time you are suspicious of an email coming from SkyLine/SkyBest.

Be cautious when opening email. Do not click suspicious links or share sensitive, personal information.

### About Phishing Scams

Phishing is when a scammer uses fraudulent emails or texts, or copycat websites to get you to share valuable personal information – such as account numbers, Social Security numbers, or your login IDs and passwords. Scammers use your information to steal your money or your identity or both.

Scammers also use phishing emails to get access to your computer or network then they install programs like ransomware that can lock you out of important files on your computer.

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## SkyChange Round-up



We are so grateful for the positive response from our members and customers to SkyChange, our new round-up program that seeks to assist area non-profits that help

those in need throughout our community. If you've been thinking of signing up to support this charitable program, we welcome your participation!

SkyChange allows customers of SkyLine/SkyBest to round up their monthly bill to the next whole-dollar amount. The money generated from the round-up is, in turn, distributed to programs assisting those in need throughout our community. Customer bills will reflect a line item showing the monthly round-up donation. Funds collected through SkyChange will be distributed to crisis centers across our SkyLine/SkyBest service area but not to individuals directly. SkyLine's employee-led and employee-funded Project Teamwork program addresses crisis relief for individuals across our service area.

Some of the established crisis centers across the region include Alleghany Cares, Inc., A.S.H.E., Grandfather Home for Children, the Hunger and Health Coalition and Johnson County Safe Haven. These and others would be eligible to receive support.

If you participate in the SkyChange program by simply rounding up your bill to the next dollar, your total donations per year will not exceed \$11.88. In most cases, donations will be tax deductible. SkyChange is a 501(c)3 organization with established bylaws and a governing committee. Once funds are distributed, our website and

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## Welcome Back, LMC Summer Theatre!



Pictured (left to right): SkyLine Board Treasurer D.C. Smith, SkyLine PR Administrator Karen Powell, Dr. Janet Barton Speer of LMC Summer Theatre, and SkyLine Board member Bill Bursleson.

created by "From the Mountaintop: The Edgar Tufts Story" and "The Denim King: The Moses Cone Story" that brings to life the work of iconic American artist Norman Rockwell.

SkyLine continues to be among the local corporate sponsors of LMC Summer Theatre, which brings high quality, professional theatre to the community and summer visitors of the area.

## Call One Call System Before You Dig

If you have an outside project in your plans before summer ends and it requires digging, do yourself a favor and call the One Call System first. Now, you can reach One-Call System by dialing '8-1-1' from any landline phone or any cell phone that is connected to a tower in North Carolina. And, our Shady Valley and Mountain City customers also can contact the Tennessee One-Call Center by dialing 8-1-1 from their homes or businesses. When you contact the One-Call System, you will need to provide the following information:

- Location of work – street address, town and county
- Nearest cross street and area to be marked
- Date and time of excavation or digging
- Type of work
- Your name and number or the contractor's information

If you don't call first, you may end up with environmental damage, interruption of service, job or project delays or the potential for accidents and injuries. When you contact One Call first, our personnel will come and mark the utility lines in your work area. You can then dig safely without the fear of damaging telephone lines.

Enjoy the remainder of your gardening and landscaping projects this summer, but remember to be safe and call the One Call System before you dig.



## NEED TO CONTACT US?

### CUSTOMER SERVICE

LOCAL  
118

TOLL-FREE

1-800-759-2226

### REPAIR SERVICE, 24/7

LOCAL  
611

TOLL-FREE

1-877-475-9546

Additional Local  
Repair Service Numbers:

ALLEGHANY  
336-372-4444  
(10-DIGIT DIALING)

ASHE  
336-982-3111  
(10-DIGIT DIALING)

AVERY  
898-9250

WATAUGA  
297-4811

JOHNSON  
739-4500

LENOIR  
929-2872

### INTERNET TECH SUPPORT, 24/7

TOLL-FREE

1-866-759-7591

### WORTH NOTING:

#### STAFF:

Kim Shepherd  
Chief Executive Officer

Brian Tester  
Chief Operations Officer

Angie Poe  
Customer Service Manager

Jamey Jenkins  
Retail Sales Manager

Karen P. Powell  
Public Relations Administrator  
& Editor



www.facebook.com/SkyLineSkyBest

Phishing scammers lure their targets into a false sense of security by spoofing the familiar, trusted logos of established, legitimate companies. Or they pretend to be a friend or family member.

Phishing scammers make it seem like they need your information or someone else's, quickly – or something bad will happen. They might say your account will be frozen, you'll fail to get a tax refund, your boss will get mad, even that a family member will be hurt or you could be arrested. They tell lies to get you to give them information.

Be extra cautious about opening attachments or clicking on links in emails. Even your friend or family members' accounts could be hacked. Files and links can contain malware that can weaken your computer's security.

Do your own typing. If a company or organization you know sends you a link or phone number, don't click. Use your favorite search engine to look up the website or phone number yourself. Even though a link or phone number in an email may look like the real deal, scammers can hide the true destination.

Make the call if you're not sure. Do not respond to any emails that request personal or financial information. Phishers use pressure tactics and prey on fear. If you think a company, friend or family member really does need personal information from you, pick up the phone and call them yourself using the number on their website or in your address book, not the one in the email.

Turn on two-factor authentication. For accounts that support it, two-factor authentication requires both your password and an additional piece of information to log in to your account. The second piece could be a code sent to your phone, or a random number generated by an app or a token. This protects your account even if your password is compromised.

As an extra precaution, you may want to choose more than one type of second authentication (e.g. a PIN) in case your primary method (such as a phone) is unavailable.

Back up your files to an external hard drive or cloud storage. Back up your files regularly to protect yourself against viruses or a ransomware attack.

Keep your security up to date. Use security software you trust, and make sure you set it to update automatically.

#### Report phishing emails and texts.

- Forward phishing emails to [spam@uce.gov](mailto:spam@uce.gov) – and to the organization impersonated in the email. Your report is most effective when you include the full email header, but most email programs hide this information. To ensure the header is included, search the name of your email service with "full email header" into your favorite search engine.
- File a report with the Federal Trade Commission at [FTC.gov/complaint](https://www.ftc.gov/complaint)
- Visit [Identitytheft.gov](https://www.identitytheft.gov) Victims of phishing could become victims of identity theft; there are steps you can take to minimize your risk.
- You can also report phishing email to [reportphishing@apwg.org](mailto:reportphishing@apwg.org). The Anti-Phishing Working Group – which includes ISPs, security vendors, financial institutions and law enforcement agencies – uses these reports to fight phishing.

## Will You Walk the Walk in Support of a Cure?

This is typically the season that we share information about Relay for Life, the signature fund-raising event for the American Cancer Society (ACS). While the Covid-19 pandemic has shuttered events in Ashe County and countless communities for the past two summers, the work of the ACS continues because we know that cancer never sleeps.

The tremendous financial support of our community and thousands like it has helped the Society through this singular event to continue its work of research and discovery to bring life-saving and innovative ways to treat cancers of varying kinds, and to grant more birthdays with our friends, co-workers and loved ones.

As you consider your benevolent giving for this year, please remember your local ACS chapters and Relay for Life teams – our donations will continue to be received and sent to the ACS, and we hope to see you 'in person' at a Relay for Life event in our region in 2022.

Our team remains grateful to our company, employees, directors and the wonderful communities we serve for their dedication in the fight against cancer and for supporting the ACS in its continuing work to discover new ways to treat cancer, lessen its impact through targeted and effective therapies and improve the quality of life for those touched by cancer.

We will continue to walk that walk because every step is one closer to a cure, and we hope you'll join us!

### Recipe of the Month

## Ruby's Zucchini Appetizers

#### Ingredients:

- 3 cups thinly sliced zucchini
- 1 cup Bisquick
- 1/2 cup finely chopped onion
- 1/2 cup grated Parmesan cheese
- 2 tablespoons parsley
- 1/2 teaspoon salt
- 1/2 teaspoon seasoned salt
- 1/2 teaspoon oregano leaves
- Dash of pepper
- 1 clove garlic, minced
- 1/2 cup vegetable oil
- 4 eggs, slightly beaten

#### Instructions:

Preheat oven to 350°. Grease a 9"x 13" pan. Mix all ingredients and spread in pan. Bake until golden brown, about 40 to 45 minutes. Cut into 2"x 1" pieces.

Recipe submitted by Ruby Bartlett of Ashe Co.

### SKYCHANGE ROUND-UP CONTINUED FROM PAGE 1

newsletter will give periodic updates highlighting how customers' donations helped their community.

Won't you join us in this collective effort to make a positive difference across our region? Like other benevolent activities, be it through Project Teamwork or other charitable outreach initiatives, we recognize that our collective efforts have a bigger and broader impact and truly make a difference.

To sign up for SkyChange today, visit [www.skybest.com/skychange](http://www.skybest.com/skychange) or call your local SkyLine/SkyBest Customer Center at 118 or 1-800-759-2226.



**CONGRATULATIONS WINNERS!**

New River: Kayak & Paddle - Sharrel W.

Grandfather Mountain: 6 passes - Nadine M.

Blue Ridge Parkway: Bluffs Restaurant gift certificate & other goodies - Shelia B.

Mount Jefferson: Hiking package - Shirley D.

Greenway: His & Her bicycles - Joyce R.

photo by Todd Bush,  
bushphoto.com