



2017 Co-op Camp Participants

Local Students Attend Co-op Camp

The Cooperative Council of North Carolina held its annual Cooperative Youth Leadership Conference in June for high school students at the NC FFA Center at White Lake, NC. Sponsored by cooperatives and agricultural organizations, around 50 students from across North Carolina attended the camp, enjoying a week by the lake.



2017 SkyLine Delegation to Co-op Camp

SkyLine sponsored five area youth to attend this year's Cooperative Leadership Camp at White Lake. Pictured (front row, left to right): Carter Wilson, Faith Moretz, Emerson Wells. Second row (left to right): Karissa McClure, Ashley Denny and Lilly Wood.

McClure, a senior at Ashe County High School and the daughter of Mike and Debbie McClure in Jefferson; Faith Moretz, a junior at Ashe County High School and the daughter of Jennifer McNeill of West Jefferson; Emerson Wells, a junior at the N.C. School of Science and Math, and the daughter of Justin and Becky Wells of West

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October is National Co-op Month "Co-ops Commit" at Customer Appreciation Day on October 12

This October, millions of cooperative members across the U.S. will observe Co-op Month with festivals, contests and open houses, and locally, SkyLine will host Customer Appreciation Day on Thursday, October 12, at all of our Customer Service Centers. In promoting the cooperative theme, "Co-ops Commit," we celebrate the ways co-ops commit to their members, commit to impact and commit to their communities. A key focus for SkyLine is to make lasting impact in the area of telecommunications infrastructure across the region, with the most advanced fiber network in the High Country.

Cooperatives are owned and governed by their members – the same people who use the co-op's goods or services. Profits are distributed to the members – not stakeholders – or reinvested in the co-op or the community, often meeting needs that might otherwise go unmet.

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SkyLine Issues \$700,000 in Capital Credit Refunds

This year, SkyLine Membership Corporation is issuing approximately \$700,000 in capital credit refund checks to active and inactive members of the cooperative who had service in 1995.

The 2017 general retirement is based on a decision by SkyLine's Board of Directors to refund a portion of accrued capital credits to current and former members. This refund represents 26.3 percent of the unretired balance of 1995. The refund is distributed to active and inactive SkyLine members who had service during that year.

All members whose refund totals \$10 or more should receive their refund checks by early October. (Refunds under \$10 will continue to accrue until the next general refund.)

Capital credits to co-op members result from a surplus of funds remaining from doing business. If the revenues of the cooperative during the financial year exceed the expenses, the remainder is the margin. The margin is then allocated to the member-owners. Allocations are based on end user revenue including members' recurring monthly charges such as local service, calling features and Internet services, as well as monthly long distance charges.

Members' unretired capital credits are used by the co-op to maintain a solid financial base, build equity and provide quality service at reasonable rates. This refund reflects a partial retirement of total capital credits, based on SkyLine's good financial standing.

Active members who had telephone service during that year and have not received a refund check by mid-October should call their local SkyLine Customer Center at 1-800-759-2226.

Help Us Rise & Shine to Fight Hunger!

SkyLine's 4th annual breakfast food drive for area food pantries continues through this month in conjunction with our statewide cooperative association, the Co-op Council of N.C.

SkyLine and other co-ops are organizing food drives as part of celebrating National Cooperative Month in October, and we have a special incentive to encourage our members/customers to join in this effort. While supplies last, visit any of our customer service locations to pick up a "Rise & Shine to Fight Hunger" grocery tote, and we invite you to use this tote to fill it with non-perishable breakfast items for the food drive. A list of suggested nonperishable items is featured on page 2.

After you drop off the items to SkyLine, keep the grocery tote for yourself, and SkyLine will deliver the items to area food pantries, including the Solid Rock Food Closet, Ashe County Sharing Center Pantries, Second Harvest



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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:

Thursday, October 12
Customer

Appreciation Day
at All SkyLine/SkyBest
Customer Centers

STAFF:

Jimmy Blevins
Chief Executive Officer

Kim Shepherd
Chief Management Officer

Brian Tester
Executive Director of
Customer Operations

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Karen P. Powell
Public Relations Administrator
& Editor



There are more than 40,000 cooperative businesses in the United States with 350 million members (many people belong to more than one co-op). These cooperatives generate \$514 billion in revenue and more than \$25 billion in wages, according to a study conducted by the University of Wisconsin Center for Cooperatives, with support from USDA Rural Development (<http://reic.uwcc.wisc.edu/default.htm>).

Cooperatives generate jobs in their communities, keep profits local and often take part in community improvement programs, ensuring that everyone has an opportunity to benefit from the cooperative experience.

Since 1930, co-ops across the United States have convened every October to celebrate the cooperative movement's history and economic impact on communities nationwide. The annual event continues to provide a key opportunity to reflect on the legacy of cooperative impact and the growth of the movement.

At SkyLine, we are proud of our cooperative structure and strive to strengthen ties with members through education and networking opportunities. We also connect with policymakers through advocacy and with young people through engagement and sponsorship of youth leadership opportunities.

The Cooperative Council of North Carolina, our statewide cooperative organization, has encouraged its member cooperatives to hold food drives across the state in support of local food banks/pantries in conjunction with Co-op Month. This year, SkyLine is organizing its fourth annual "Rise and Shine" Breakfast Food Drive to help re-stock area food pantry shelves with non-perishable breakfast food items, which are in short supply. See related article elsewhere in this newsletter for details.

We also invite you to join us for our annual Customer Appreciation Day in October on Thursday, October 12, at all SkyLine retail locations. Register for door prizes and enjoy refreshments and SkyLine favors while they last. Our staff will be on hand to tell you about our wide array of services and to show our appreciation.

CO-OP CAMP CONTINUED FROM PAGE 1

Jefferson; Carter Wilson, a junior at Ashe County High School and the son of Jim and Carmen Wilson of Fleetwood; and Lilly Wood, a senior at Ashe County High School and the daughter of Jamie and Jada Wood of Crumpler.

Open to rising high school sophomores, juniors and seniors, this camp features energetic and interactive workshops and presentations, outdoor recreation, leadership development, team building activities and small group sessions with an emphasis on how cooperatives operate. The camp program includes the organization of a T-shirt cooperative, including an election of a board of directors, and selection of a manager. Participants are also involved in small group sessions focusing on the area of leadership development and competitive team building activities. Speakers include prominent elected leaders and officials, college professors, and representatives of marketing, purchasing and service cooperatives. Other features include a Talent Show, Awards Night and fun team competitions by the lake.

SkyLine is proud to be a local sponsor of this program that provides leadership development opportunities for area youth and gives them a first-hand look at the unique role of member-owned cooperatives. All students who attend Co-op Leadership Camp are eligible for the Jim Graham \$1,000 college scholarship, which they apply for their senior year of high school.

Visit us at any of our five SkyLine/SkyBest Customer Service Centers for...
Customer Appreciation Day
THURSDAY, OCTOBER 12, 2017
 SkyLine/SkyBest mementos while they last! In support of our "Rise & Shine" breakfast food drive, breakfast-themed refreshments will be provided.

Commemorative Cookbook



The recipes we feature in our monthly newsletter come from SkyLine's commemorative cookbook. At just \$15 each, they make great gifts, and all proceeds will support area food banks.

Call SkyLine at 118 to order yours.

RISE & SHINE CONTINUED FROM PAGE 1

Food Bank of Northeast Tennessee Mobile Food Pantry (Shady Valley Baptist Church), the Hunger and Health Coalition and Reaching Avery Ministry.

These organizations report that breakfast items are among the most needed but in shortest supply on pantry shelves. While one in six people living in this region struggles with hunger, the situation is even worse among children, with more than one in four children lacking access to sufficient food to meet their nutritional needs. Seniors living on fixed incomes are also at great risk, often having to choose between buying food or medications. Please join us in this effort.

As a local cooperative, we are reminded of the seventh cooperative principle, which is "concern for community." SkyLine and its employees strive to honor this principle by continuing to be active in their community support and outreach efforts. For more information, please call SkyLine at 118. Thank you!

Recipe of the Month Refrigerator Rolls

Ingredients:

- 1 package yeast
- 1/2 cup warm water
- 1/2 teaspoon sugar
- 1 cup scalded milk
- 1/3 cup melted shortening
- 1/4 cup sugar
- 2 teaspoons salt
- 1 beaten egg
- 4 cups flour

Instructions:

Mix well and let sit for 10 minutes. Knead on floured board until smooth and elastic. Place on greased surface. Store in air-tight container in refrigerator. Shape rolls two hours before serving. Let rise until rolls double in size and bake 15 to 20 minutes at 400 degrees.

NOTE: When making out rolls, dip them all around in melted butter; this makes a much better crust.

Recipe submitted by Hazel Deane Pennell of West Jefferson

SkyLine/SkyBest Rise & Shine Breakfast Food Drive September 1 - October 31, 2017

Suggested Non-Perishable Items:

Oatmeal	Granola Bars
Whole-grain Cereals	Syrup
Hot Cereals	Fruit Juice Packs
Cream of Wheat	Canned/Dried Fruits
Grits	Jam
Gravy Mixes	Powdered Milk
Pancake Mixes	Coffee
Muffin Mixes	Hot Chocolate

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