



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 2018 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 35.6 percent of the unretired balance in 1995. The refund is distributed to active and inactive SkyLine members who had service during those years.

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 these years and have not received a refund check by mid-October should call their local SkyLine Customer Service Center at 1-800-759-2226.

October is National Co-op Month Customer Appreciation Day on October 11

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 11, at all of our Customer Service Centers. In promoting the cooperative theme, "Cooperatives See the Future," we celebrate the ways co-ops connect with each other, their communities and their world.

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. Studies show that consumers want to do business with companies that share their values, making today's environment ideal for cooperatives and their commitment to the communities in which their members live and work.

Co-ops range in size from small storefronts to large Fortune 500 companies like REI and Nationwide Insurance. There are more than 40,000 cooperative businesses in the United States with 350 million members (many

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Help Us Rise & Shine to Fight Hunger!

SkyLine will continue its fifth annual breakfast food drive for area food pantries 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 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

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2018 Gotta Goodman Heart Team

Ashe County Heart Walk Raises \$16,000

The annual Ashe County Heart and Stroke Walk on August 25 drew a great crowd of volunteers ready to walk in support of the American Heart Association (AHA) and raised approximately \$16,000. The Saturday morning walk is the AHA's mission-in-action event fighting heart disease and stroke in our local community.

Heart disease and stroke afflict our families and friends in epidemic proportions. Finding ways to prevent, treat and cure heart disease depends on medical research and programs funded by the American Heart Association.

Currently, the AHA has more than \$12 million in research taking place in North Carolina alone. Here are some startling facts:

- Heart Disease is America's No. 1 killer, stroke is No. 5.
- More than 26% of residents in North Carolina are considered "obese."

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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 11
Customer
Appreciation Day
at All SkyLine/SkyBest
Customer Centers

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Executive Director of
Customer Operations

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

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

Co-ops also mean connections. They strengthen ties with members through education and networking opportunities. They connect with policymakers through advocacy and with young people through engagement and sponsorship of youth leadership opportunities.

At SkyLine, we are proud of our cooperative structure and our connection to the more than 30,000 cooperatives across the U.S.

One of the ways SkyLine honors the 7th Cooperative Principle of "Concern for Community" is through its fifth 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. We invite you, our members, to be a part of this region-wide effort that will benefit five area food pantries across our service area. See related article elsewhere in this newsletter for more details.

We also invite you to join us for our annual Customer Appreciation Day in October on Thursday, October 11, 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.

ASHE COUNTY HEART WALK CONTINUED FROM PAGE 1

- Nearly 1 in 4 Americans of all ages suffer from one or more cardiovascular diseases.
- Heart disease is a major cause of permanent disability and kills almost 1 million Americans annually.



Myla Farmer, pictured with her daughter Rikki (named after Ricky Goodman), was among the SkyLine staff who walked with the Gotta Goodman Heart Team.

in honor of her brother Michael, who is a heart attack survivor; and Terry's Team, in memory of Terry Severt who died at age 45 of a stroke in September 2017. Terry's father Ernest was a longtime employee of SkyLine, and Terry worked in the telecommunications industry.



2018 Terry's Team

Visit us at any of our five SkyLine/SkyBest Customer Service Centers for...
Customer Appreciation Day
THURSDAY, OCTOBER 11, 2018
 SkyLine/SkyBest mementos while they last! In support of our "Rise & Shine" breakfast food drive, breakfast-themed refreshments will be provided.

RISE & SHINE CONTINUED FROM PAGE 1

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 special 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!

SkyLine/SkyBest Rise & Shine Breakfast Food Drive September 1 - October 31, 2018

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 |

Recipe of the Month Best Ever Pancakes

Ingredients:

- 1 3/4 cups all-purpose flour
- 2 teaspoons of sugar
- 1 1/2 teaspoon baking powder
- 1 teaspoon baking soda
- 1 teaspoon salt
- 2 1/4 cups buttermilk
- 2 large eggs
- 1/4 cup of butter, melted

Instructions:

Combine flour, sugar, baking powder, baking soda and salt in large bowl. Stir together buttermilk and eggs. Gradually stir buttermilk mixture into flour. Gently stir in melted butter. Pour about 1/4 cup of batter for each pancake onto nonstick skillet. Cook about 3 or 4 minutes, turn and cook 3 or 4 more minutes.

Submitted by Linda Roland of Ashe County.

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.

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