



2016 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.



2016 SkyLine Delegation to Co-op Camp
Brandt Denniston and Caroline Current of Ashe County represented SkyLine at this year's Cooperative Leadership Camp.

Two Ashe County High School students were sponsored locally by SkyLine to attend this year's conference: Caroline Current, a junior at Ashe County High School and the daughter of Cameron and Judy Current of West Jefferson, and Brandt Denniston, a sophomore at Ashe County High School and the son of Jim and Lori Denniston of West Jefferson.

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Help Us Rise & Shine to Fight Hunger!

SkyLine will continue its third 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 fill it with non-perishable breakfast items for the food drive. A list of suggested non-perishable 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 Outreach Ministries, Second Harvest Food Bank of Northeast Tennessee Mobile Food Pantry (Shady Valley Baptist Church), the Hunger and Health Coalition and Reaching Avery



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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 2016 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 20.8 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 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 "Connect with Your Co-op" at Customer Appreciation Day on October 13

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 13, at all of our Customer Service Centers. In promoting the cooperative theme, "The Co-op Connection," 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.

Co-ops range in size from small storefronts to large Fortune 500 companies like REI and Nationwide Insurance. Co-ops mean business. They provide a viable alternative to the traditional business model for more than 130 million members across the U.S.

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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

ASHE

336-982-3111

AVERY

898-9250

WATAUGA

297-4811

JOHNSON

739-4500

INTERNET TECH SUPPORT, 24/7

TOLL-FREE

1-866-759-7591

WORTH NOTING:

Thursday,
October 13

Customer

Appreciation Day

All SkyLine Customer Service Centers

STAFF:

Jimmy Blevins
Chief Executive Officer

Kim Shepherd
Executive Director of Customer Operations

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Karen P. Powell
Public Relations Administrator & Editor





SkyLine representatives with the Avery Business of the Year Award are pictured, left to right: Marketing Supervisor Crystal Spencer, Executive Director of Competitive Operations Edward Hinson, Public Relations Administrator Karen Powell, Business Sales Executive Charity Shatley and Strategic Sales Supervisor Brent Keith.

SkyLine Receives 2016 Business of the Year Award from Avery Chamber of Commerce

The Avery County Chamber of Commerce honored two individuals and two organizations, including SkyLine/SkyBest, during its annual Celebration and Awards Presentation on August 30 at the Hugh Chapman Center in Linville. The program featured remarks by Avery Chamber Director Melynda Pepple, followed by the presentation of four awards which recognized the Chamber of Commerce's Volunteer, Nonprofit, Business and Businessperson of the Year. Delee Scott, of the Williams YMCA, served as master of ceremonies for the event.

In addition to its long history of serving the region, SkyLine was recognized for the advanced telecommunications services it provides and for its support of the area through a number of community initiatives each year. SkyLine has awarded more than \$500,000 in scholarships to students throughout the High Country, including Avery High graduates.

The cooperative also has provided significant funding toward technology in the public schools including support for Avery County Schools' one-to-one initiative, which connects each student with a laptop or tablet device. Other beneficiaries of SkyLine's outreach include the Greater Banner Elk Heritage Foundation, the Historic Banner Elk School and Reaching Avery Ministry.

CO-OP CAMP CONTINUED FROM PAGE 1

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 special features include a Talent Show, luau and fun team competitions by the lake. All students who attend Co-op Leadership Camp are eligible to apply for the Jim Graham \$1,000 college scholarship in their senior year of high school.

Visit us at any of our five SkyLine/SkyBest Customer Service locations for Customer Appreciation Day.

CUSTOMER APPRECIATION DAY

THURSDAY, OCTOBER 13, 2016

SkyLine/SkyBest mementos while they last!

OCTOBER IS CO-OP MONTH CONTINUED FROM PAGE 1

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.

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 third 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 on Page 1 for more details.

We also invite you to join us for our annual Customer Appreciation Day on Thursday, October 13, 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.

RISE & SHINE CONTINUED FROM PAGE 1

Ministry. These organizations report that breakfast items are among the most needed but in shortest supply on pantry shelves. 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!

Recipe of the Month

Hash Brown Casserole

Ingredients:

- 1 bag slightly thawed hash browns
- 1 can of cream of chicken soup
- 1 can of cream of cheddar soup
- 1 bag of shredded cheddar, divided
- 1/2 cup sour cream
- Salt and pepper to taste

Instructions:

Mix all together and pour into a 9x13 greased baking dish; place the other 1/2 bag of cheese over the top before baking. Cover with foil for first 30 minutes of baking.

Bake at 350° for 30 minutes, remove the foil and finish baking until golden brown on top.

Submitted by Jennifer Phipps of Ashe County



SkyLine/SkyBest Rise & Shine Breakfast Food Drive

September 1 - October 31, 2016

Suggested Non-Perishable Items:

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



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