



## SkyLine Gives Back!

On February 5, SkyLine/SkyBest partnered with the American Red Cross to host a successful blood drive, bringing together both SkyLine employees and members of the local community. We are proud to say we donated a total of 37 units! This generous outpouring of support will help save lives and provide critical assistance to hospitals and healthcare facilities in need.

SkyLine/SkyBest is dedicated to supporting our local communities in a multitude of ways. By working together with the American Red Cross, the event offered a meaningful way for individuals to give back to those in need.

Stay tuned as SkyLine will host another blood drive in August, and we hope to see you there!

## April is National Safe Digging Month



Know what's below. Call before you dig.

Each year, lives are endangered, money and time are wasted and property is destroyed because individuals fail to follow safe digging practices.

The "One-Call" system, which is free to the excavator as well as the homeowner, helps those who dig to comply with the safety rules and regulations of the construction industry.

In a typical neighborhood, a complex web of utility lines are buried under lawns, sidewalks and driveways. When digging, one wrong move might cause the community of residents to be cut off from heat, electricity, telephones, water, broadband, 911 calls and other vital services. When you make the free call to the One-Call Center, the One-Call staff notifies their member utilities to mark the ground with color-coded paint. After the utilities are marked in your work area, you have taken the first step to avoid damage or injury. In fact, North Carolina state law requires homeowners, contractors and excavators to contact the One-Call Center at least two business days before digging.

The "Dig Safely" campaign is the centerpiece of the North Carolina Utility Notification Center's efforts to increase public awareness of North Carolina excavation laws and safe digging practices.

The North Carolina One-Call Center provides a toll-free telephone number, 8-1-1, to help reduce damages to

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## Cooperative Leadership Camp Register by May 2!

The Cooperative Council of the Carolinas' mission is to educate, connect and promote cooperatives. For decades, The Council continues to fulfill their mission by hosting Cooperative Leadership Camp (CLC) for high school students. In 2025, the Council is shifting from a single overnight camp to multiple day camps in the Carolinas. Although this will not be a 4-day, overnight camp, the goal will continue to be the same; to provide students with the skills they need to become tomorrow's cooperative leaders.

During camp students explore the cooperative principles, create their own cooperative, manage areas of business such as marketing, budgeting and more.

Campers will also be introduced to local cooperatives with hands-on workshops. Participating cooperatives may include the following sectors: electric/utility, telephone/communications, credit unions, agriculture, food/grocery, worker-owner retail and service, and more!

Apply online at: [www.carolinascouncil.coop/events/cooperative-leadership-camp-2025](http://www.carolinascouncil.coop/events/cooperative-leadership-camp-2025).

## Your Guide to Spring Cleaning Your Digital Life

Spring has officially sprung! Although the weather in the high country may continue to fluctuate a bit, many of us are ready for the longer days, more sunshine and (at least the hope for) warmer weather. Usually the shift from the cold and dark to the warm and light brings motivation to clear out some of our stuff and clean the parts of our home that we ignored during the colder months. Over the years, "spring cleaning" has spread into some other areas besides the home – including our digital life. Our computers, phones, tablets and more can become equally as cluttered as our homes with old pictures, unwanted files and unused apps. This spring, we encourage you to work your way through the jumble and do a little bit of digital housekeeping. Here are some of our best tips:

**Delete Old Photos:** Personal photos tend to build up over time on your phone or computer. In the moment the photo is taken, it seems like a good idea to give yourself multiple options, but those extras are often never deleted. Not to mention, screenshots are often stuck in your album for an eternity. Now is a good time to work your way through your photo library and get rid of all those unwanted pictures. Not only will it make your phone feel a little more organized, it will also give you back some storage!

While you are going through all of your photos, it's a good time to back up all of your favorites that you want to keep. This will give you the freedom to delete those photos as well, knowing they are saved somewhere more permanent. Alternatively, kick it "old school" and print your favorites! You won't feel like you need it digitally if it is sitting in a frame on your desk.

**Backup Important Documents:** Speaking of backing up your photos, you should also take the time to backup any

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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

### STAFF:

Kim Shepherd  
Chief Executive Officer

Brian Tester  
Chief Operations Officer

Angie Poe  
Customer Service Manager

Jamey Jenkins  
Retail Sales Manager

Edward Hinson  
Chief Marketing & Sales Officer

Hallie Grubb  
Public Relations Administrator



[www.facebook.com/SkyLineSkyBest](http://www.facebook.com/SkyLineSkyBest)

underground facilities, thereby reducing the loss of service to the public and the loss of time and money to excavators, utilities and taxpayers. And, our Johnson County customers can contact the Tennessee One-Call Center by dialing 8-1-1 from their home or business. Provide the following information when you call:

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

So, be safe, not sorry: Know what's below... Call before you dig... Dial 811.



## Payment Options

SkyLine/SkyBest offers multiple payment options to achieve the most convenient customer experience possible. These options include:

### Customer Service Centers:

Visit a local customer center during regular business hours. A drop box is available at all customer centers for your convenience.

### Pay Online:

Quick, convenient – Pay by credit card. Make a one-time payment, or set up autopay recurring payments.

### Pay by Phone:

Monday thru Friday, 8am-5pm.  
Call 1-800-759-2226  
Automated phone payments available 24/7 in addition to the M-F 8-5.

### Mail Your Payment Locally:

Mail a check with a copy of your bill to:

SkyLine/SkyBest  
PO Box 759  
West Jefferson, NC 28694

### Automatic Bank Draft:

Avoid the hassle. We will automatically draft your payment directly from your bank account. Fill out the form at the link below and mail it with a voided check to:

SkyLine/SkyBest, Attn: Accounts Receivable  
PO Box 759  
West Jefferson, NC 28694



Scan the QR code above using your smartphone or visit [www.skybest.com/payment-options](http://www.skybest.com/payment-options) to set up your bank draft.

### E-Bill App:

Manage your SkyLine/SkyBest account when it's convenient for you. View and pay your bill, check your balance, see your billing history, request service support, search SkyLine/SkyBest directory listings and more!

important documents. Whether it's on a USB Drive or on the Cloud, it is important to give yourself the peace of mind of knowing your documents are secure. This way, if something were to happen to your device, you can avoid the stress of trying to get all of those crucial files back, or you can simply delete the files from your device to clear up more space. This gives you quick access to any files you may need on short notice.

**Purge Your Inbox:** There are two types of people: those who let their notifications build up forever and those whose inbox is always at zero. If you are the person who lets your inbox build up, we encourage you to look through it this spring. You can delete junk mail, organize important emails into different folders and even make sure there aren't any beneficial or necessary emails you may have missed. Odds are, as you are deleting and sorting, you will find a number of emails from which you can unsubscribe. This will help prevent future clutter and establish a more relevant inbox for yourself. You don't have to have your inbox completely at zero, but we recommend at least going through it.

**Update your Passwords:** We regularly stress the importance of strong passwords – passwords that contain 8-10 characters and have capitalization, numbers and symbols. However, it is also a good idea to update your passwords occasionally to boost your account security. Furthermore, make sure you have different passwords for different accounts. That way, if one of your accounts were to be compromised, the others are not automatically in danger of being hacked as well.

Spring is in the air and you may find yourself wanting to tidy things up a bit. While you're at it, tidy up your digital life too! Doing the four tasks listed above can help bring a little more organization to your devices and simplify your digital experience. For more information on services that may enhance your digital life, visit us online at [skybest.com](http://skybest.com) or call us at 1-800-759-2226.

## Recipe of the Month

### Grandma Minnie's Pound Cake

#### Ingredients:

- 2 sticks butter
- 1 cup shortening
- 3 cups sugar
- 6 eggs
- 4 cups all-purpose flour
- 1/2 teaspoon salt
- 1/2 teaspoon baking powder
- 1 cup milk
- 1 teaspoon almond extract
- 1 teaspoon lemon extract

#### Instructions:

- Preheat the oven to 325 degrees.
- Sift flour. Stir in salt and baking powder until well blended. Cream butter, sugar and shortening for approx. 4 minutes. Add eggs (one at a time, beating after each addition). Add flour mixture—alternating with milk (always begin and end with flour mixture). Add flavorings.
- Pour into a greased and floured 10" tube pan. Bake for 1 hour, 20 minutes.
- PLACE A SMALL BOWL OF WATER IN OVEN WHILE CAKE BAKES!

Recipe submitted by Jan Miller

**SO LITTLE**  
*means so much!*

Donate your loose change by rounding up your bill for SkyChange!

→ Visit [skybest.com](http://skybest.com) or call 1-800-759-226 to sign up!