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www.roughriderelectric.com

March 17, 2020

Dear Member,

Safety is the culture of your local Cooperative. In joining the efforts of Gov. Doug Burgum in protecting one another from contracting and spreading COVID-19, Roughrider Electric Cooperative is implementing lessons learned from others to slow the spread of the coronavirus.

We have closed our offices to the public for the present time. We are currently evaluating the pandemic status to determine when to reopen. We know you rely on our safe and reliable electric service, and we will continue doing our best to serve you.

Equally important is the well-being of our employees. We are using best practices, good judgment and safety precautions to serve you. We are also utilizing innovative ways to work together from safe spaces, including video conferencing, teleconferencing and more.

To help your cooperative and area communities reduce spreading the virus and encourage social distancing, please follow these guidelines:

- Visit with support staff and report power outages by calling 800-748-5533. General communication may be emailed to info@roughriderelectric.com.
- Learn timely updates by following Roughrider Electric on Facebook.
- Pay your utility bill online at www.roughriderelectric.com or call our secure phone line at 844-241-0260.

Roughrider Electric is taking these steps and more to mitigate unnecessary risk:

- Minimizing work-related travel and participation in group gatherings.
- Preparing offices and staff to work from home, if needed.

Please stay safe and know that Roughrider Electric Cooperative will continue to operate and provide the highest-quality service possible for you, our member. The spread of COVID-19 may necessitate changes in how we interact, but it will not change what we do.

Thank you for your understanding and support.

Don Franklund and Travis Kupper
Co-General Managers/CEOs

Your Touchstone Energy® Cooperative

Roughrider Electric Cooperative, Inc. is an equal opportunity provider.