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April 27, 2020

Dear Member,

Your health and well-being are the focus of most every conversation we have at Roughrider Electric Cooperative. We truly appreciate your patience and support, as we adapt to a changing business climate together. As we navigate this extraordinary time in history, we are thankful to be here and with you.

Here are some important updates from your local electric cooperative.

- **Annual Meeting.** While we are going to miss seeing you, your board of directors made the difficult decision to postpone your annual meeting of the membership, scheduled for June 3 at Hazen Public School. We do not know the future of the Covid-19 pandemic, and want to do our part to keep you safe. We will provide an update as alternate plans develop, and look forward to visiting with you in person when the time is right.
- **Email and Text.** To keep you informed, we are rolling out additional ways to communicate with you. If you have a SmartHub account, you will soon start receiving timely email messages. You will also have the option to opt into receiving text messages for emergency and important information, such as notice of a planned power outage in your area. Watch for details in your local pages of the *North Dakota Living* magazine and on Facebook.
- **Thank-yous.** Our employees have taken the lead on bringing real-time technology to you, answering your questions, and ultimately keeping the essential service of power flowing. We are proud of the many ways they are serving you!

There are also many front-line workers who deserve credit for powering our local communities. We'd like to thank medical staff, fire and ambulance employees, grocery store and café workers, gas-station attendants ... everyone who is working to make sure we all have what we need. Your commitment to community is seen and appreciated.

In the coming weeks, we will slowly start coming back to a more normal way of life. Our communities will celebrate coming together in new and different ways. Each of us will find new meaning for the term "community." And together, we will appreciate the simple task of coming together.

Your board of directors and management team are discussing when to reopen our doors to the public. Know that your safety is our priority. We will continue doing everything we can to protect our members, communities and employees.

Roger Kudrna, Board Chairman

Don Franklund and Travis Kupper, Co-GM/CEO

Your Touchstone Energy® Cooperative

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