



Hazen Office    Dickinson Office  
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[www.roughriderelectric.com](http://www.roughriderelectric.com)

March 30, 2020

Dear Member,

We hope this letter finds you in good health and spirits. Roughrider Electric Cooperative continues to monitor the status of the Covid-19 pandemic, and make serving you, our member-owner, a priority. We would like to take this opportunity to share ways we can work together to stay safe.

- **Scam Prevention.** Scammers are taking advantage of fears surrounding the coronavirus, and some Roughrider Electric members recently became a target. A few members reported receiving a call in which a person threatened to disconnect their electric service unless they made a payment over the phone using a credit card. Your safety is important to us! Roughrider Electric would never ask for personal or financial information over the phone, or threaten disconnection over the phone. If you receive a similar call, please hang up and let us know.
- **Financial Constraints:** If you are experiencing financial constraints associated with the pandemic and are concerned about paying your utility bills, please call us. We are willing to work with you to make an arrangement.
- **Lobby Status:** Our lobbies in Hazen and Dickinson are closed to the general public for protection. As we prioritize safety and practice social distancing, Roughrider Electric offers many bill-payment options. Please visit our website at [www.roughriderelectric.com](http://www.roughriderelectric.com) and click Your Account and Payment Options to learn more, or be on the lookout for a flyer inserted with your April utility bill.
- **Social Distancing:** We have implemented several steps to work from a safe distance. If you see our linemen working in the field or in their trucks, for your safety and ours, please do not approach! To visit with Roughrider staff, please call 1-800-748-5533.
- **Energy Savings:** During this time of uncertainty, there are steps you can take to help manage your energy use and reduce the amount of your electric bill. Some tips include:
  - Programming your thermostat;
  - Doing full loads of laundry and washing with cold water;
  - Air-drying dishes;
  - Substituting LEDs for conventional light bulbs; and
  - Unplugging appliances and electronics when not in use.

Please stay safe, and know that Roughrider Electric Cooperative is doing everything we can to protect our members, communities and employees.

Don Franklund and Travis Kupper  
Co-General Managers/CEOs

Your Touchstone Energy® Cooperative

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