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June 3, 2020

Dear Member,

We hope you are finding simple ways to enjoy the summer during these extraordinary times.

Below are some updates your co-op board and management team would like to provide to the membership:

- **Lobby Opening:** We continue to monitor the situation and will keep you informed, as we manage the ever-changing times. Roughrider Electric is following best practices as recommended by Governor Doug Burgum's ND Smart Restart plan, and complying with the Centers for Disease Control and Prevention guidelines. As first-responders who maintain your electric service, we feel it's best to keep our lobbies closed at this time to protect our members, the community, and the employees who serve you. We sincerely appreciate your help, understanding and patience.
- **Annual Meeting:** The Roughrider annual meeting is still postponed as we prioritize the safety of all. We are evaluating whether we should wait and try to meet in person later this year, or transition to a virtual or recorded meeting. We will keep you posted as plans evolve.
- **Member Support:** We are here to serve you! Contact us through your SmartHub account, call 800-748-5533, or email info@roughriderelectric.com.
- **Financial Challenges:** As our members and cooperative continue to monitor financial obligations, we encourage you to contact Member Support to discuss financial challenges that you have been experiencing. We are here to help you with programs and payment options that are available.

Thank you! We sincerely appreciate your patience and understanding of the situation, as we face challenges and move forward together. Please know our members and their electric services are our priority.

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.