PowerMyWay Prepay Program

PowerMyWay is Craighead Electric’s prepaid Metering Program. What is prepay? As consumers, we prepay for most of the things that we buy: groceries, fuel, entertainment, why not electricity? The same way that you would buy a gallon of gas to put in your car or minutes for your cell phone, PowerMyWay allows you to purchase a Kilowatt-Hour of electricity for your home before it is consumed.

With prepay, as the name implies, you carry a credit on your account that depletes as you use electricity. Add as little or as much credit to your account as often or as seldom as you choose to keep your balance above zero. If the account hits zero, service is disconnected automatically without penalty.

This method of billing has numerous advantages. Payment is made ahead of time so there is no need for a deposit. If your account carries a deposit, it is returned the day that you switch. If your account is disconnected, there are no disconnect or reconnect fees. Without a monthly bill there can be no late fees. Payments? Feel free to make as many as you want, because we never charge payment fees.

Prepay really is the most flexible way to pay!

Contact Craighead Electric today and ask about switching to PowerMyWay.

Explanation of your Electric Bill

Do you know what’s in your electric bill? Your monthly statement is full of useful information that helps you be a more informed consumer. Learn about each line item on your electric bill, what they mean to you, and how they are calculated at craigheadelectric.coop/explanation-of-your-electric-bill.

Scan this QR code with your mobile device to go there now and become an electric bill expert.

Energy Efficiency Tip of the Month

Avoid placing items like lamps and televisions near your air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the A/C to run longer than necessary.
Powering Up After an Outage

When the power goes out, we expect it to work when you find yourself in the dark. But when a major storm or natural disaster causes widespread damage, it may take herculean efforts to restore service quickly to the greatest number of members in the shortest time. Here’s how we get to work when you find yourself in the dark:

1. High-Voltage Transmission Lines
   - These lines deliver power to transmission substations. When damaged, these lines must be repaired before other parts of the system can operate.

2. Distribution Substation
   - The substation is the first of problems to be inspected. If problems stem from transmission lines feeding into the substation, the crews may need to restore power to transmission substations (and thousands of members) and then restore feeders and distribution lines to their service territories. These lines supply power to transmission substations and feed neighborhoods.

3. Main Distribution Lines
   - If the problem cannot be isolated at a distribution substation, the power is checked for other parts of the local community. These lines carry power to large groups of members.

4. Tap Lines
   - If local outages persist, supply lines are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

5. Service Lines
   - If your home remains without power, the service line between a transformer and your residence may need to be repaired. If you think your transformer and your residence may need to be inspected, your home is likely to be impacted. If you believe your transformer and your residence may need to be inspected, please give us a call so we can isolate the issue.

Experience an outage? Please give us a call so we can isolate the issue.