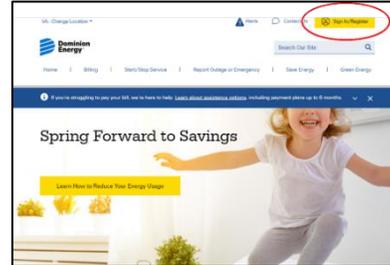


Account Verification Instructions

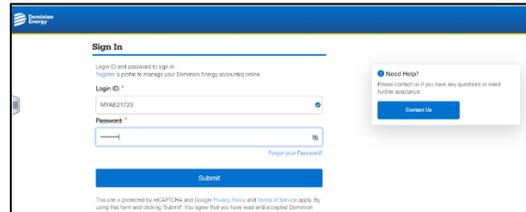
Below are the instructions and prompts you will see on the screen to guide you through this process.

*Please note: these screens may vary in size and layout depending on the device you use.

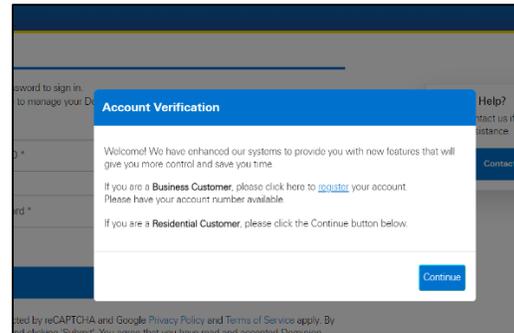
1. Access your online account by visiting DominionEnergy.com and clicking Sign in/Register in the top righthand corner.



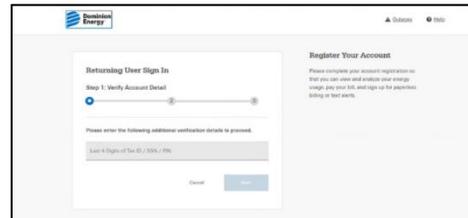
2. On the Sign-In screen, enter your existing Login ID (username) and password and click SUBMIT. If you have forgotten your username or password, click [here](#) and select 'Forgot your password?' or 'Forgot your username?'.



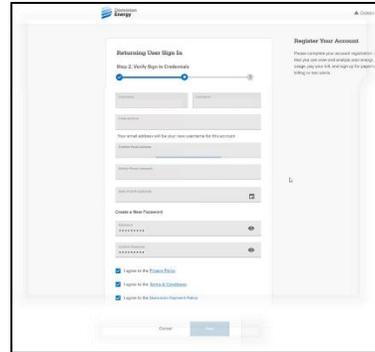
3. You will see the below pop-up on the Sign-In screen. Click CONTINUE.



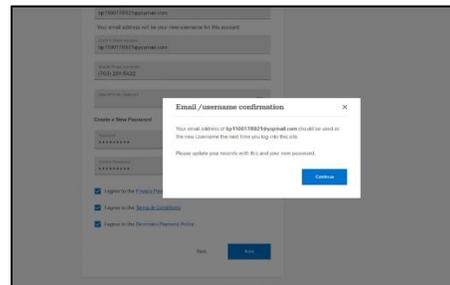
4. Enter the last 4 digits of your Social Security Number or PIN and click NEXT.



5. Confirm or add a new email address and create a new password. Please note the email address you select will be your new username for this account. If your username is already your email address, confirm you want to continue using that email address or select a new one. Complete this step by agreeing to the Dominion Energy Privacy Policy, Terms and Conditions and Payment Policy and click NEXT.

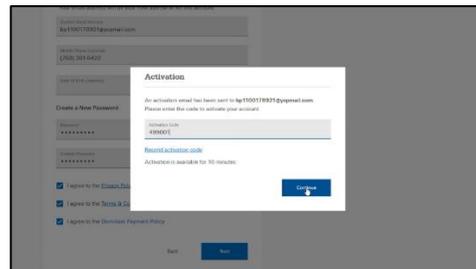
A screenshot of the 'Re-register User Sign In' form. The form is titled 'Step 2. Verify Sign-In Credentials' and includes fields for 'Current Email Address', 'New Email Address', 'Current Password', and 'New Password'. Below the password fields are checkboxes for 'Agree to the Privacy Policy', 'Agree to the Terms & Conditions', and 'Agree to the Dominion Payment Policy'. A 'Next' button is at the bottom right.

6. You will receive this pop-up confirming your email address (new username). Click CONTINUE.

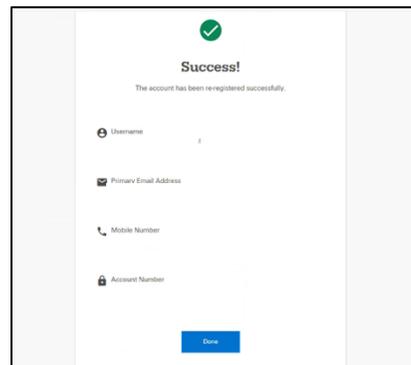
A screenshot of an 'Email /username confirmation' pop-up window. The pop-up text reads: 'Your email address of [redacted]@dominenergy.com (which will be used as your new username) has been confirmed. Please update your records with this and your new password.' A 'Continue' button is located at the bottom right of the pop-up.

7. An email containing an activation code will be sent to your selected email address.

8. Enter the activation code from the email on the Activation pop-up screen and hit CONTINUE. If you do not receive an activation code, use the link 'Resend Activation code' to resend the code.

A screenshot of an 'Activation' pop-up window. The text says: 'An activation email has been sent to [redacted]@dominenergy.com. Please enter the code to activate your account.' It includes a 'Resend activation code' link and a 'Continue' button. The background shows the registration form from the previous step.

9. A success message confirms that the account is successfully re-registered! The next time you log in, make sure to use your email address and new password.

A screenshot of a 'Success!' message. It features a green checkmark icon and the text: 'The account has been re-registered successfully.' Below the message are four fields: 'Username', 'Primary Email Address', 'Mobile Number', and 'Account Number'. A 'Done' button is at the bottom.