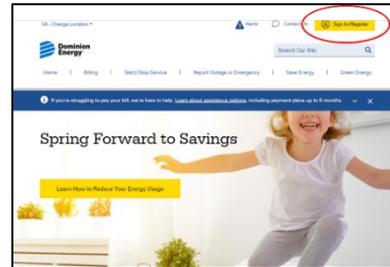


Business Account Registration Instructions

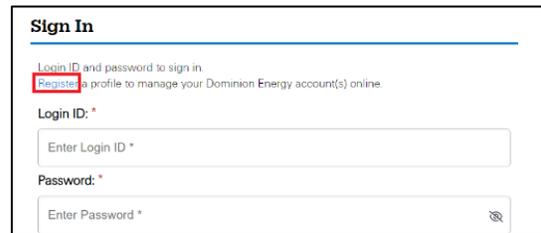
The first time you sign-in to your online business account on or after Monday, April 10, you will be asked to re-register your account. Below are the instructions and prompts you will see on the screen to guide you through this process.

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

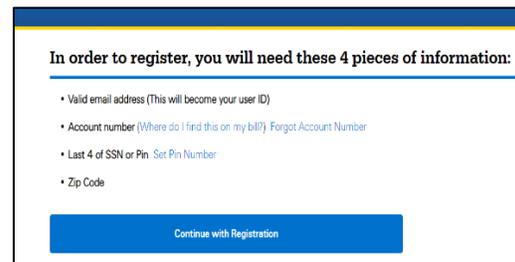
1. Visit DominionEnergy.com and click Sign in/Register in the top right-hand corner.



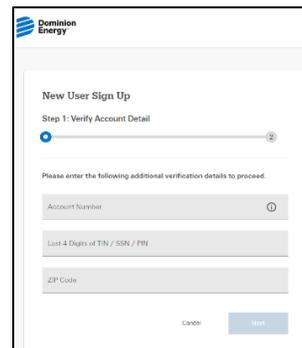
2. On the Sign-In screen, click Register at the top of the page.



3. The next screen will show you the information you need to complete registration (email address, account number, the last 4 digits of Federal Tax ID or Social Security Number, and zip code). Click Continue with Registration.



4. Enter your account number, the last 4 digits of your Federal Tax ID or Social Security Number, zip code and click Next.



5. Enter your contact information and email address. **Please note the email address you select will be your new username for this account.** Complete this step by agreeing to the Dominion Energy Privacy Policy, Terms and Conditions and Payment Policy and click Register.

The screenshot shows a registration form titled "New User Sign Up" with a progress indicator for "Step 2: Verify Sign In Credentials". The form includes sections for "Contact Information" (First Name, Last Name, Email Address, Confirm Email Address), a checkbox for "Email in eBill", a "Mobile Phone" field, and a "Date of Birth" field. Below these is a "Create a New Password" section with "Password" and "Confirm Password" fields. At the bottom, there are three checkboxes for agreeing to the "Privacy Policy", "Terms & Conditions", and "Dominion Payment Policy". "Back" and "Register" buttons are located at the bottom right.

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 click Continue. If you do not receive an activation code, use the link 'Resend Activation code' to resend the code.

The screenshot shows an "Activation" screen with the message: "An activation email has been sent to [redacted]. Please enter the code to activate your account." Below this is an "Activation Code" input field, a "Resend activation code" link, and a note that "Activation is available for 10 minutes". A "Continue" button is at the bottom right.

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.

The screenshot shows a "Success!" screen with a green checkmark icon and the message: "Thank you! You have successfully completed your User registration. An email confirmation has been sent to [redacted]." Below this is a list of account details: Account Holder, Username, Primary Email Address, Mobile Number, and Account Number. A "Done" button is at the bottom.