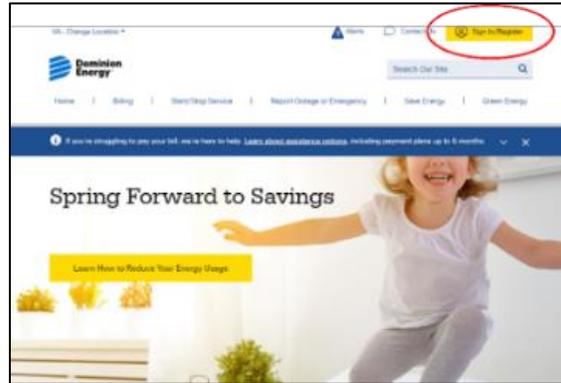


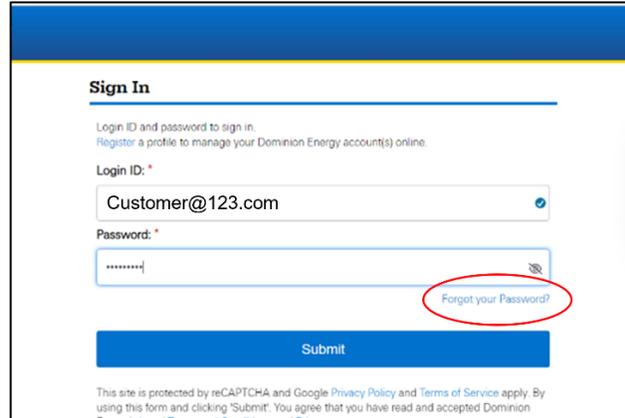
# Account Verification Instructions

If you are still having trouble logging into your online account, please follow the steps below **using a web browser, not the mobile app.**

1. Visit [www.DominionEnergy.com](http://www.DominionEnergy.com) and click on the yellow 'Sign In/Register' button on the top right.

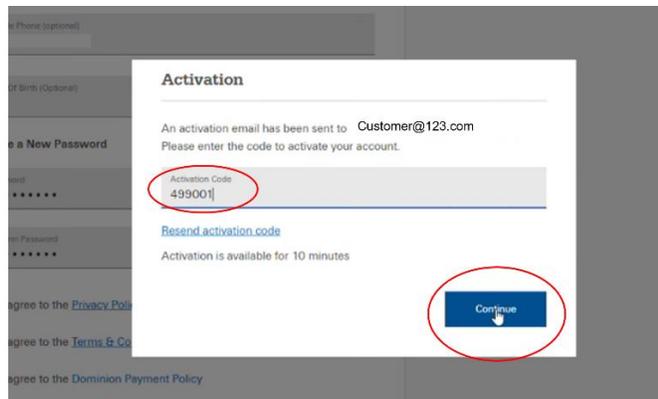


2. Enter your Login ID **which is your email address** and the password you selected when you recently attempted to verify your online account. If you have forgotten your password, use the “Forgot your Password?” link in the bottom right of the log-in screen.



3. If you do not receive a popup to reverify your email, you will be successfully logged in to your online account. No further action is needed.

4. If you receive a popup to verify your login, you will receive an email containing your activation code. Enter the number into the Activation pop-up screen and click 'Continue.' You have now registered successfully.



If you still cannot log in, please register as a new user by following the steps outlined here using a web browser, not the mobile app: [View new registration process](#)