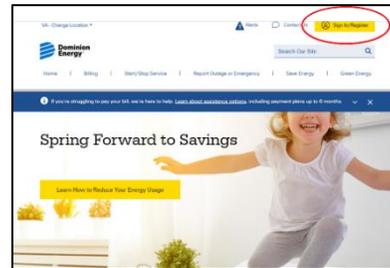


New Registration Instructions

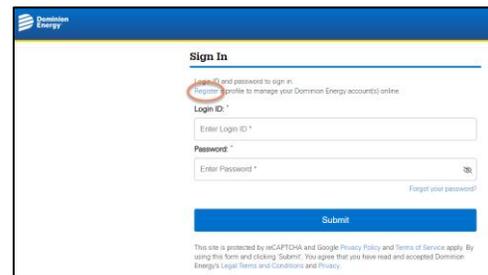
Below are the instructions and prompts you will see on the screen to guide you through this process.

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

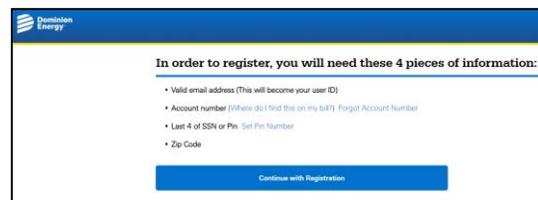
1. Begin by visiting DominionEnergy.com and clicking Sign in/Register in the top righthand corner.



2. On the Sign-In screen, click REGISTER.



3. Review the pieces of information you will need to complete this process and click CONTINUE WITH REGISTRATION.



4. Enter your account number, the last 4 digits of your Social Security Number, PIN or TIN (if you are a commercial customer), your zip code and click NEXT.

Step 1: Verify Account Detail

Please enter the following additional verification details to proceed.

Account Number

Last 4 Digits of TIN / SSN / PIN

ZIP Code

Cancel Next

5. Enter your contact information, email address, phone number, date of birth and create a new password. Please note your email address will be your new username. After acknowledging consent, click REGISTER.

Step 2: Verify Sign In Credentials

Contact Information

First Name: DIANNE, Last Name: CARSON

Email Address: cctest

Your email address will be your new username for this account

Confirm Email Address

Enroll in eBill

Mobile Phone (optional): (703) 819-7146

Date Of Birth (Optional)

Create a New Password

Password

Confirm Password

I agree to the [Privacy Policy](#)

I agree to the [Terms & Conditions](#)

I agree to the [Dominion Payment Policy](#)

Back Register

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

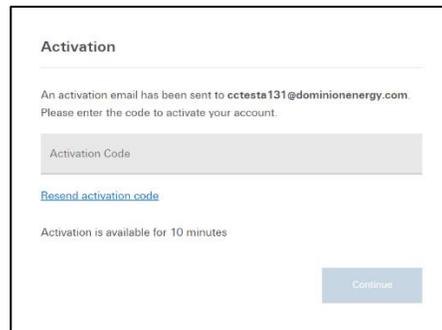
Welcome to Dominion Energy Services Online. Please use the below code for verification.

Your code is : 863454

If you have any questions, please [contact us](#).

Thank you.
Dominion Energy Customer Service

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.



Activation

An activation email has been sent to cctesta131@dominionenergy.com. Please enter the code to activate your account.

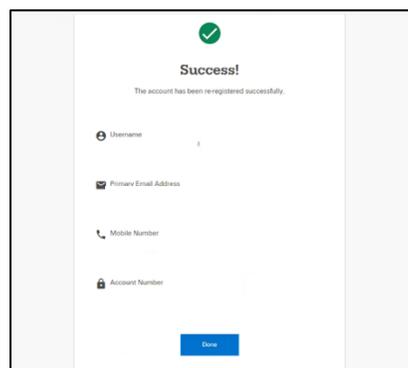
Activation Code

[Resend activation code](#)

Activation is available for 10 minutes

Continue

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.





Success!

The account has been re-registered successfully.

 Username

 Primary Email Address

 Mobile Number

 Account Number

Done