Logging In to the EBB

Dominion Energy®

For secure access to Dominion Energy South Carolina, Inc. Electronic Bulletin Board ("EBB") use the following procedure.

1. Go to https://ebb.dominionenergync.com/CA/default.aspx which will take you to the Dominion Energy North Carolina Customer Activities Internet Site.

2. Press the login button in the upper right of the page. The login page will appear.

3. If you already know your username and password, enter it in the Username and Password fields, then press the login button just below the Password field.

4. If you do not know your password, press the Forgot Your Password/Account Locked? link to the left of the Username and Password fields. The Reset Password/Unlock Account page will appear.

> If you are a new user desiring access to the Customer Activities Internet Website, please use the procedure below to request access.
> - New User?
> - Forgot Your Password/Account Locked?
> - Trouble Signing In?
>
> **Existing Online Customer**
> Simply enter your username and password below.
> Username:
> Password:
> cancel   login

5. From this page enter your username and email address that are registered with the DENC EBB, then press the submit button.

> **Reset Password/Unlock Account**
>
> Enter your registered GBB Username and e-mail address below and click Submit.
> You will receive an e-mail at the specified address.
> Follow the instructions in the e-mail to reset your password and unlock your account.
> You will have 1 hour to reset your password.
>
> Enter UserName:
> Enter E-Mail Address:
> Submit

   This will send a message to the registered email address which will contain a link with the text "Click Here to Reset Password." Press the link to access the Password Reset page.
   Note: This must be performed on the same computer used in the previous step.

6. Enter your new password in the fields for New Password and Verify New Password then press the Reset Password button. Use this new password on the login page.

> **Password Reset**
>
> UserName: yourUsernameDisplayedHere
> E-Mail Address: yourEmailDisplayedHere
> New Password:
> Verify New Password:
> Reset Password