

The following FAQs have been organized based on questions and feedback we've received from current Trigger History Report users. If you have a question(s) that is not answered in this document, please feel free to reach out to your Direct Energy Business Sales Representative or Customer Relations at CustomerRelations@directenergy.com.

Where can I find my Deal ID?

Your Deal ID is located in the "New Charges" section of your invoice and on your Trigger Confirmation(s). You will also see it in the Trigger History Reports.

Where can I find Trigger History Reports?

From the "Summary" page in MyAccount, click "Reports," then click the "Go" button adjacent to "Create Trigger History Report."

What is a "Delivery Date" at the top of the Trigger History Report page?

This is the term (full months) for which you would like pricing information on your natural gas account. It is not the date of any orders or transactions you may have placed with Direct Energy Business.

Can I find Trigger Confirmations on MyAccount?

At this time, Trigger Confirmations are not available on MyAccount, however we will continue to add features and content in future releases.

Why can't I locate the specific gas deal I'm looking for even after I define the delivery dates?

Once you define the delivery dates, you'll need to click "Update View" to refresh the list of natural gas deals and to see only those defined by the delivery dates you selected.

For the delivery dates I've selected, I cannot see all the Deal IDs that are associated with my account during that timeframe.

Using the screen selection links below the deal list, (i.e. 1,2,3, etc.) , or the "number of lines to display" links (i.e. 10,25,50,100), you can customize your on-screen view. Then, you can skip to a specific location or display all of your deals/data at one time.

Can I save my report settings so I can refresh the same deals and criteria later?

At this time that feature is not available, however we will continue to add functionality and content in future releases.

What does the "group deals by month" function mean?

If your MyAccount Customer ID is associated with multiple Deal IDs, the default report will show monthly data for Deal ID 1, then Deal ID 2, etc., in a series. By checking the "group deals by month" box, the report data will show all transactions in a given month for all the IDs that have transactions. This setting provides a more compressed look and shows summary pricing across multiple Deal IDs.

When I click "View Report," I cannot see the entire Delivery Date range.

Using the screen selection links near the bottom left of the page (i.e. 1,2,3...), or the "number of lines to display" links (i.e. 10,25,50,100), you can customize your on-screen view. Then, you can skip to a specific location or display all of your deals/data at one time.

Can I export the Trigger History Report data?

Yes. Using the “Export” button under “View Report,” you can export data for the entire delivery period to a Microsoft Excel spreadsheet.

Can I search for specific dates, transaction types, etc. once I've created a report?

Yes. The query box just under the “View Report” button allows you to conduct a search and the “number of lines to display” links (i.e. 10,25,50,100) allow you to customize your on-screen view. For example, you can put a date, transaction type or Deal ID into the query box to filter the report output on the screen by that data.

Can I transact or create an order on this site?

You can create an order using the Pricing Activity Center tab. From the top navigation, select “More > Pricing Activity Center” to get started.