

# Conversion Program Portal Installer Instructions

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## **Establish a Profile?** *(you only need to do this once!)*

- Go to: **www.conversionprogram.net**
- Fill in your email address and select a password.
- Click on “Validate Address”.
- You will receive an email with Security Code information.
- Copy and paste this code onto your Welcome – Sign In screen.
- Click on “Create New Profile”.
- Complete the information on the Profile page.
- When done filling out profile information, click on “Save Profile”.
- When your Profile has been approved by National Grid, you will receive an email that says your status has changed from “Pending Authorization” to “Installer”.
- You have completed the “one-time” sign-up process and are now ready to order boilers!

## **Placing Boiler Orders**

- Sign in at: **www.conversionprogram.net**
- Click on “Order” in the navigation bar near the top of the screen.
- Follow the instructions, enter a “Valid Zip Code” and click on “Validate Zip Code”.
- Complete the following Sections on the order screen (scroll for all information).
  - **Start a New Order** – Enter a Job Name.
  - **Customer** – Complete all required information including “Owner Email Address” for order status and rebate information.
  - **Installer** – Information will be automatically transferred from your Profile. Enter a planned installation date.
  - **Equipment** – Select a distributor and choose boiler model from drop down boxes.
  - **Payment** – Complete payment information using either a Credit Card or E-Check.
  - **Gas Service** – Optional installation and service information.
- When the order information is complete, click on “Submit Order Request” at the bottom of the order page. You can also opt to save the information for completion in the future.
- The next screen shows your Order Number and that it has been submitted to National Grid for approval.
- When your order is “Authorized for Delivery”, emails will be sent to (1) the contractor, (2) homeowner, (3) credit card holder (email addresses you provided on the order request.) The order is also submitted to the distributor for fulfillment.
- Use the “Manage Orders” section of the website (**www.conversionprogram.net**) to follow the progress of your order.

**For help with the online equipment ordering process, contact your National Grid Gas Sales Support Representative.**