

HCTC 2026

SmartWorks Conference Agenda Preview

December 7-10, 2026 | Gaylord Rockies Resort | Aurora, Colorado

Early Bird Registration: \$1,350

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\$1,350

Pre-Conference

Monday, December 7, 2026

Main Conference

**Tuesday, December 8 -
Thursday, December 10,
2026**

What this preview includes

This agenda preview highlights the SmartWorks sessions planned for HCTC 2026, including product updates, Rules Engine training, analytics, VEE best practices, AI, expert Q&A, and utility peer exchange. Session titles, times, and speakers are subject to change.

Session themes

Compass & Product Updates

Analytics & VEE

Rules Engine & Automation

AI & Utility Peer Exchange

At a glance

Mon Dec 7

Pre-conference Rules Engine training

Tue Dec 8

Keynote, roadmap, peer story, Compass, AI

Wed Dec 9

Business value, analytics, VEE, roundtables

Thu Dec 10

Expert Q&A, roadmap input, closing

Pre-Conference | Monday, December 7, 2026

Pre-Conference Session 1 #1

Rules Engine

Rules Engine for Beginners

Join us as we walk through the Rules Engine, our automation engine for getting work done. Learn how to use the Rules Engine to complete repeatable work so you do not have to!

Speakers: Rocky, Darin

Pre-Conference Session 2 #2

Rules Engine

Advanced Rules Engine Techniques

Learn how to take your Rules Engine to the next level. We will practice complex rule patterns and advanced integration techniques so you can learn how to use all your data to get work done. This is an advanced course requiring basic knowledge of your Rules Engine.

Speakers: Ben, Martin

Tuesday, December 8, 2026

10:15-10:55

Keynote

Opening Address - SmartWorks: Enduring Organization, Enduring Value

At the heart of SmartWorks is something simple: our people and our customers. In this opening session, we will pull back the curtain on how we are organized around you, your needs, your goals, and your industry. Hear how our teams collaborate, innovate, and show up every day to deliver real, lasting value to the utility community. Because when our people thrive and our customers succeed, everyone moves forward together.

Speakers: Eric, Darin

Tuesday, December 8, 2026

11:00-11:55 #1

Product Roadmap

Roadmap, Rumors & Reality: What is New in 5.2 & What is Coming Next

You have heard the hints, now get the real story. We will walk through what has just been released in 5.2, highlight the features you will want to take advantage of, and separate roadmap reality from wishful thinking as we preview what is coming next. Whether you are planning your upgrade or just want the inside scoop, this session will help you connect what is available today with what is on the horizon.

Speakers: Martin, Dakota

1:00-1:55 #2

Peer Story

Hear From Your Peers: Inside an AMI & MDM Implementation Journey

What does it really take to implement a successful AMI and MDM solution? In this "Hear from Your Peers" session, we sit down with a utility leader to discuss real-world experiences with Compass MDM, covering opportunities uncovered, hurdles faced, and strategies that made a difference. Bring your questions and gain practical insights you can apply to your own journey.

Speakers: Amit, Nathan

2:00-2:55 #3

Compass

Compass Tips, Tricks and Hidden Gems

Join us for a fun review of some tricks and pure magic to help level up your Compass experience. From shortcuts and hotkeys to Compass hidden gems, this session can help improve your game.

Speakers: Ben, Darin

4:00-4:55 #4

AI

The Expanding Role of AI in SmartWorks

See how AI is being applied across SmartWorks solutions today and where it is headed next. We will review current capabilities such as Baseline & Forecast, VEE Acceptance Prediction, EV and DER Analytics, and Instant Insight, along with upcoming tools like the Help Agent and VEE Explainer. Join us to explore how AI is improving forecasting, data quality, operational understanding, and self-service access to insights across utility workflows.

Speakers: Dakota, Darin

Wednesday, December 9, 2026

9:00-9:55 #5

Business Value

Second Best: Opportunities beyond Billing

Getting meter-to-cash right is the first goal for utilities using smart metering and SmartWorks Compass, but it is only the beginning. In this interactive panel session, utility personnel will talk about the business processes they chose to improve next and why. You will hear how different organizations identified their next best opportunities for added value, what worked, and what challenges they faced. Come ready to listen, ask questions, and join the conversation as participants share experiences and ideas with one another.

Speakers: Tim, Veronique

11:00-11:55 #6

Data & Analytics

Using Meter Data to Answer Other Questions

Getting more out of Compass than just meter data validation and navigation. This session will use a combination of the Rules Engine, REST APIs, and the Visualization Module to demonstrate the power of Compass as a data broker and analytics tool.

Speakers: Nasr, Martin

1:00-1:55 #7a

Analytics

Compass Analytics: From "Where Do I Start?" to Real Insights

Not sure where to begin with analytics in Compass? Are you looking to get more out of it? This session walks through the fundamentals, including registered reports, groups, intelligent segmentation, and mapping capabilities. Whether you are just getting started or need a refresher, we will focus on practical ways to turn data into insights you can actually use.

Speakers: Martin, Rocky

1:00-1:55 #7b

Advanced Analytics

Advanced Analytics: From Real Insights to True Value

In this advanced session, learn how to get more value from utility meter read data by going deeper with your Compass tools. This session explores how to leverage custom data, build more detailed, flexible reports and visualizations, and quickly get the answers you need for quality decision-making.

Speakers: Ben, Nasr

Wednesday, December 9, 2026

2:00-2:55 #8a

Analytics

Compass Analytics: From "Where Do I Start?" to Real Insights Part II

A continuation of Session 7a, with additional practical guidance and examples to help users move from foundational analytics concepts to more confident use in Compass.

Speakers: Martin, Rocky

2:00-2:55 #8b

Advanced Analytics

Advanced Analytics - Continued

A continuation of Session 7b for attendees who want to go deeper into advanced analytics techniques, flexible reporting, and higher-value decision support.

Speakers: Ben, Nasr

3:30-4:25 #9a

VEE

VEE for Beginners: Building Confidence in Your Data

Introduction to VEE concepts and how they help ensure reliable meter data through validation and estimation. Learn best practices around your VEE configuration and effective handling of data exceptions.

Speakers: Amit, Ben

3:30-4:25 #9b

Advanced VEE

Advanced: VEE Complex Use Cases and Investigation

Let us take a deep dive into some of the more important subprocesses of VEE. We will cover validation routines, the estimation process, and learn a thing or two about troubleshooting.

Speakers: Rocky, Nathan

Wednesday, December 9, 2026

4:30-5:25 #10

Roundtables

Birds of a Feather: Utility Roundtables

Join interactive, facilitated roundtables where you can move between topics like AI in operations, VEE best practices, analytics, and getting more from AMI/MDM data. Share experiences, compare approaches, and leave with practical ideas and insights from your peers.

Speakers: Nathan, Veronique

Thursday, December 10, 2026

9:00-9:55 #11

Expert Q&A

Corner the Experts

In this informal session, you will have one-on-one access to the people who build, implement, and support SmartWorks products. Discuss issues specific to your utility or request personalized training on specific parts of the system. There are no bad questions and we will do our best to give you the answers you need. Just drop by and ask!

Speakers: Everyone

10:00-10:55 #12

Roadmap Input

Invest in Features, Shape the Roadmap

Join us for a fun and engaging session where your input directly helps shape future product development. You will explore a range of possible enhancements and use voting dollars to back the ideas you believe will deliver the most value. Your input will help guide our priorities with the broadest utility impact while also highlighting what matters most to the people in the room.

Speakers: Tim, Martin, Darin

Thursday, December 10, 2026

11:30-12:25 #13

Closing

The Closing Circle

Join us for a closing session where we celebrate the journey, spotlight our community members in a fun awards ceremony, and reveal an exciting vision for the future. We want to hear directly from you, your insights and ideas will help shape the road ahead for both our conferences and our products. Our experts will be on hand for one final round of wisdom and guidance. Come ready to celebrate, connect, and close out another incredible conference!

Speakers: Darin, Veronique