



Agenda Topics Overview

Gaylord Rockies | Denver, CO | Pre-Con: Dec. 7 | HCTC: Dec. 8–10



HCTC 2026 is your opportunity to connect directly with NorthStar experts, explore the latest advancements across the CIS7 suite, and gain valuable insight into the future of utility technology. Join us in beautiful Colorado for an engaging and collaborative conference experience designed to help utilities maximize the value of their NorthStar investment.

Throughout the conference, attendees will hear from NorthStar leadership, product teams, and customers while exploring enhancements across CSR7, Biller7, Cashier7, Collections7, Analytics7, and our growing portfolio of web-hosted, cloud-native solutions. Sessions are designed to share practical knowledge, product direction, industry best practices, and real-world customer experiences that support operational efficiency and long-term success. Attendees will also get a closer look at how NorthStar is leveraging AI across our product offerings to help utilities improve efficiency, enhance customer service, and support smarter operational decision-making.

Whether you are looking to deepen your product knowledge, discover new functionality, improve internal processes, or learn how other utilities are leveraging NorthStar solutions, HCTC 2026 offers something for every role and experience level. Customers will have direct access to the NorthStar team, opportunities to collaborate with peers, and the ability to exchange ideas with utilities facing many of the same opportunities and challenges.

HCTC 2026 will leave attendees informed, inspired, and empowered to continue modernizing and optimizing their utility operations with NorthStar.

NorthStar	Agenda Topics
Day 1	A milestone celebration kicks things off, with opening addresses and an inside look at the Retrospective & the Road Ahead — including what's coming next with CIS7. Stick around for a deep-dive into the Product Suite and a can't-miss round of NorthStar Games.
Day 2	The conference's biggest day packs two full tracks of hands-on sessions — Business Central, Automation, Billing Journal fixes, Mobile Workforce, and Cash & Collections. Round it out with a candid AI Roundtable, Analytics7 Cubes, CyberSecurity, and Omnichannel — real answers to what's keeping your team up at night.



For more information, please visit: harriscomputer.com/events



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Day 3	Walk away armed with Top 10 Support Ticket fixes and an end-to-end Meter Exchange playbook. Close strong with an open-floor Q&A — every question answered before you head home.
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