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## Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q34-Q39):

### NEW QUESTION # 34

A payment must be distributed to one or more service agreements for its financial impact to be realized. This is controlled by the logic in the payment distribution algorithm. Which entity is this algorithm plugged into?

- A. Service Agreement (SA) Type
- **B. Payment Segment Type**
- C. Installation Options
- D. Customer Class
- E. Tender Type

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a payment received from a customer must be distributed to one or more service agreements to update their balances and realize the financial impact. This distribution is governed by a payment distribution algorithm, which determines how the payment amount is allocated (e.g., to specific service agreements based on priority, balance, or other criteria). The Oracle Utilities Customer to Meter Billing Guide explicitly states that the payment distribution algorithm is plugged into the Payment Segment Type.

The Payment Segment Type defines the characteristics of payment segments, which are the individual allocations of a payment to specific service agreements. The payment distribution algorithm, configured in the Payment Segment Type, contains the logic for how payments are split or applied. For example, the algorithm might prioritize paying off older balances, allocate payments proportionally across all service agreements, or apply payments to a specific agreement based on customer instructions.

The Oracle Utilities Customer to Meter Configuration Guide further elaborates that the Payment Segment Type serves as a plug-in spot for algorithms that control payment distribution, ensuring flexibility for utilities to customize allocation rules. This is critical for accurate financial tracking and customer satisfaction, as incorrect distribution could lead to disputes or misreported balances.

The other options are incorrect for the following reasons:

Option A: Service Agreement (SA) Type defines the terms and conditions of a service agreement but does not control payment distribution logic.

Option B: Customer Class categorizes customers for billing or service purposes but is not a plug-in spot for payment distribution algorithms.

Option D: Installation Options contain global system settings, such as default parameters, but do not directly manage payment distribution logic.

Option E: Tender Type specifies the payment method (e.g., cash, check) and does not govern how payments are allocated to service agreements.

Practical Example: Suppose a customer with two service agreements (electricity with a \$100 balance and water with a \$50 balance) makes a \$120 payment. The Payment Segment Type's distribution algorithm might be configured to allocate the payment proportionally, resulting in \$80 applied to the electricity agreement and

\$40 to the water agreement. This logic is defined in the Payment Segment Type, ensuring the payment reduces the correct balances.

The Oracle Utilities Customer to Meter Implementation Guide highlights that configuring the Payment Segment Type correctly is essential for automating payment processing, reducing manual interventions, and ensuring compliance with utility policies.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Payment Distribution and Payment Segments  
Oracle Utilities Customer to Meter Configuration Guide, Section: Payment Segment Type Configuration  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Payment Processing

### NEW QUESTION # 35

Which three statements are true regarding Financial Transaction creation algorithms?

- **A. They control when a Financial Transaction's details are ready to be posted to the General Ledger.**
- **B. They control if and how the General Ledger entries are created.**
- C. They control when a Financial Transaction is to be swept onto a bill.
- D. They control how the payoff balance is affected.
- **E. They control how the current balance is affected.**

**Answer: A,B,E**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, Financial Transaction creation algorithms govern how financial transactions are generated and

processed. The Oracle Utilities Customer to Meter Billing Guide specifies:

Statement C: "They control when a Financial Transaction's details are ready to be posted to the General Ledger." This is correct, as algorithms determine the timing of General Ledger (GL) posting based on transaction status.

Statement D: "They control if and how the General Ledger entries are created." This is also correct, as algorithms define whether GL entries are generated and the structure of those entries (e.g., debit/credit accounts).

Statement E: "They control how the current balance is affected." This is correct, as financial transactions directly impact the account's current balance, and algorithms dictate how these updates occur.

The other statements are incorrect:

Statement A: The payoff balance is typically managed by payment algorithms, not financial transaction creation algorithms.

Statement B: The sweeping of financial transactions onto a bill is controlled by bill completion processes, not financial transaction creation algorithms.

Thus, the correct answers are C, D, and E, as they align with the role of financial transaction creation algorithms.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Financial Transactions and General Ledger  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Transaction Processing

### NEW QUESTION # 36

What is the recommended way an adjustment can be levied when a service agreement is created?

- A. Define an Adjustment Type on the service agreement's start option.
- **B. Plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.**
- C. Define an Adjustment Type on the service agreement's SA Type.
- D. Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, adjustments are financial transactions used to modify a service agreement's balance, such as applying credits or charges. When a service agreement is created, an adjustment may be needed to account for initial fees, promotional credits, or other financial considerations. The Oracle Utilities Customer to Meter Configuration Guide recommends that the best way to levy an adjustment at service agreement creation is to plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.

The SA Activation plug-in spot, defined in the Service Agreement Type (SA Type), is a configuration point where algorithms can be attached to execute specific actions when a service agreement is activated (i.e., transitions from "Pending Start" to "Active"). By plugging in an adjustment creation algorithm, the system automatically generates the appropriate adjustment transaction as part of the activation process. This approach ensures that the adjustment is consistently applied, auditable, and aligned with the SA Type's business rules.

For example, a utility might configure an SA Activation algorithm to create a \$50 setup fee adjustment for new residential electric service agreements. When the service agreement is activated, the algorithm triggers the adjustment, updating the service agreement's balance and posting the transaction to the General Ledger (GL).

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that using the SA Activation plug-in spot is the recommended method because it integrates seamlessly with the service agreement lifecycle, reduces manual intervention, and supports complex logic (e.g., conditional adjustments based on customer class or service type).

The other options are incorrect for the following reasons:

Option A: Define an Adjustment Type on the service agreement's SA Type. An Adjustment Type defines the characteristics of an adjustment (e.g., GL account, approval rules) but does not specify when or how it is levied during service agreement creation.

Option C: Define an Adjustment Type on the service agreement's start option. Start options control initial settings for service agreements (e.g., billing frequency) but are not used to define adjustments.

Option D: Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment. While business object state transitions can trigger algorithms, this is not the recommended approach, as it is less specific to the activation process and may complicate lifecycle management.

Practical Example: A utility offers a \$25 welcome credit for new gas service agreements. They configure an SA Activation algorithm in the SA Type for gas services to create a credit adjustment of \$25 when the service agreement is activated. When a customer signs up and the agreement activates, the algorithm automatically applies the credit, reducing the service agreement's balance and notifying the billing system.

The Oracle Utilities Customer to Meter User Guide highlights that the SA Activation plug-in spot provides a robust, automated solution for adjustments, ensuring consistency and scalability across large customer bases.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Type and SA Activation Plug-in Spot  
Oracle

### NEW QUESTION # 37

On which page/portal tab are a customer's communication preferences displayed for push-based and subscription-based notifications?

- A. Person - Main tab
- B. Account - Account Portal tab
- C. Person - Person Portal tab
- **D. Account - Communication Preferences tab**
- E. Account - Persons tab

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a customer's communication preferences for push-based and subscription-based notifications are managed at the account level. The Oracle Utilities Customer to Meter Configuration Guide specifies that these preferences are displayed and configured on the Account - Communication Preferences tab. This tab allows users to define how notifications (e.g., billing alerts, outage updates) are delivered to the customer, including methods such as email, SMS, or other channels.

The other options are incorrect:

Option A: The Person - Main tab contains general information about the person (e.g., name, contact details) but does not include communication preferences for notifications.

Option C: The Person - Person Portal tab is not a standard tab in the system for managing communication preferences.

Option D: The Account - Account Portal tab is used for account-related information but does not specifically display communication preferences.

Option E: The Account - Persons tab lists persons associated with the account but does not manage notification preferences.

Thus, the correct answer is B, as the Account - Communication Preferences tab is the designated location for managing these settings.

Reference:

Oracle Utilities Customer to Meter Shivaji (2004), Oracle Utilities Customer to Meter Configuration Guide, Section: Account Management - Communication Preferences Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information and Notifications

### NEW QUESTION # 38

When a request for usage is initiated for billing calculations, the system subsequently uses available meter reading data to calculate service quantities (often referred to as bill determinants). If these reads are later corrected (or replacement reads added), a Corrected Read Notification is instantiated. Which entity represents a Corrected Read Notification?

- **A. Measurement**
- B. Usage Transaction
- C. Off Cycle Bill Generator
- D. Usage Request
- E. Correction Note

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the process of calculating service quantities (bill determinants) for billing relies on meter reading data processed through usage calculations. When meter reads are corrected or replaced (e.g., due to errors or manual adjustments), the system generates a Corrected Read Notification to ensure that the updated data is reflected in subsequent processes, such as billing or usage calculations.

According to the Oracle Utilities Customer to Meter Configuration Guide, the entity that represents a Corrected Read Notification is a Measurement.

The Measurement entity in the system captures the actual meter reading data, including initial, corrected, or replacement reads. When a read is corrected, the Measurement record is updated, and this update serves as the Corrected Read Notification, triggering downstream processes like recalculating usage or adjusting bill segments. For example, if a meter reading was initially recorded as

100 kWh but later corrected to 120 kWh, the Measurement record is updated to reflect the corrected value, and this update notifies the system to reprocess the associated usage transaction for accurate billing.

The Oracle Utilities Customer to Meter Implementation Guide further explains that Measurements are central to the Validation, Editing, and Estimation (VEE) process, as they store both raw and validated data. A Corrected Read Notification, as a Measurement, ensures that all dependent processes, such as usage subscriptions or bill calculations, use the most accurate data. This is critical for maintaining billing integrity and customer trust.

The other options are incorrect for the following reasons:

Option A: Correction Note is not a defined entity in Oracle Utilities Customer to Meter for this purpose; it may be confused with documentation or audit notes but does not represent a Corrected Read Notification.

Option B: Off Cycle Bill Generator is used to create bills outside regular billing cycles and is unrelated to meter read corrections.

Option D: Usage Transaction represents the result of usage calculations (e.g., service quantities) but does not capture the corrected read itself; it relies on the Measurement for input data.

Option E: Usage Request initiates the calculation of usage but does not represent the notification of a corrected read.

Practical Example: Suppose a customer's meter reading for a billing period is initially incorrect due to a data entry error. The utility corrects the reading in the system, updating the Measurement record. This update acts as the Corrected Read Notification, prompting the system to recalculate the usage transaction and generate a corrected bill segment, ensuring the customer is billed accurately.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Measurement Management and VEE Processing  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Meter Data Management and Corrections

## NEW QUESTION # 39

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