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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q38-Q43):

NEW QUESTION # 38

An adjustment is based on an Adjustment Type. Which three statements are correct regarding Adjustment Types?

- A. They control the valid Service Agreement (SA) Types that adjustments can be linked to.
- B. They control whether a rate is to be called to calculate an adjustment amount.
- C. They can default an Adjustment Amount to adjustments.
- D. They control the valid Adjustment Profiles that adjustment types can belong to.
- E. They control how adjustments appear on a customer's bills.

Answer: B,C,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, an Adjustment Type defines the characteristics and rules for creating adjustments, which are financial transactions that modify a service agreement's balance. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into Adjustment Types:

Statement A: They control how adjustments appear on a customer's bills. This is correct.

Adjustment Types specify how adjustments are presented on bills, including descriptions, formatting, and whether they are shown as separate line items or aggregated.

Statement C: They can default an Adjustment Amount to adjustments. This is correct. Adjustment Types can be configured to default a specific amount (e.g., a fixed \$50 credit), simplifying the creation of standard adjustments.

Statement D: They control whether a rate is to be called to calculate an adjustment amount. This is correct. Adjustment Types can define whether a rate schedule is used to calculate the adjustment amount (e.g., for usage-based adjustments) or if a fixed or manual amount is applied.

The Oracle Utilities Customer to Meter Configuration Guide elaborates that Adjustment Types are highly configurable, allowing utilities to tailor adjustments to specific business needs, such as promotional credits, error corrections, or regulatory fees. These settings ensure that adjustments are processed consistently and integrated with billing and financial systems.

The other statements are incorrect:

Statement B: They control the valid Adjustment Profiles that adjustment types can belong to. This is incorrect, as Adjustment Profiles are not a standard concept in the system; approval profiles may exist, but they are not controlled by Adjustment Types.

Statement E: They control the valid Service Agreement (SA) Types that adjustments can be linked to. This is incorrect, as SA Types are associated with adjustments indirectly through account or service agreement configurations, not directly via Adjustment Types.

Practical Example: A utility creates an Adjustment Type for a "New Customer Credit" with a default amount of \$25 (Statement C), configured to appear as a distinct line item on the bill (Statement A). The Adjustment Type also specifies that no rate calculation is needed (Statement D), as the amount is fixed. When applied to a service agreement, the adjustment reduces the balance by \$25 and is clearly displayed on the customer's bill.

The Oracle Utilities Customer to Meter User Guide highlights that Adjustment Types streamline financial corrections and promotions, ensuring transparency and accuracy in customer billing.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Types and Configuration
Oracle Utilities Customer to Meter Configuration Guide, Section: Adjustment Processing
Oracle Utilities Customer to Meter User Guide, Section: Managing Adjustments

NEW QUESTION # 39

Usage calculations calculate service quantities (often referred to as bill determinants) for bill calculation purposes. Which option correctly specifies the valid entity or entities related to usage calculations?

- A. Usage Version Calculation Group
- B. Usage Calculation Group and Post-Processing Usage Calculation Group
- C. Pre-Processing Usage Calculation Group, Usage Version Calculation Group, and Post-Processing Usage Calculation Group
- D. Pre-Processing Usage Calculation Group and Usage Calculation Group
- E. Usage Calculation Group

Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, usage calculations are responsible for determining service quantities, also known as bill determinants, which are used in billing processes. The primary entity associated with these calculations is the Usage Calculation Group. This group defines the rules and logic for calculating service quantities based on meter readings or other measurement data.

According to the Oracle Utilities Customer to Meter documentation, the Usage Calculation Group is the central entity that orchestrates the calculation process, including applying validation, editing, and estimation (VEE) rules as needed.

The other options include entities that are either incorrect or not directly related to usage calculations:

Usage Version Calculation Group (Option A) is not a standard term in the Oracle Utilities framework and does not exist as a defined entity for usage calculations.

Pre-Processing Usage Calculation Group and Post-Processing Usage Calculation Group (Options B, C, D) are also not recognized entities within the Oracle Utilities Customer to Meter system. These terms may be confused with preprocessing or post-processing steps in other contexts, but they do not apply to usage calculations in this system.

The correct entity, Usage Calculation Group (Option E), is explicitly mentioned in the Oracle Utilities Customer to Meter Configuration Guide as the entity that governs the calculation of service quantities for billing.

Thus, the correct answer is E, as it accurately identifies the Usage Calculation Group as the valid entity for usage calculations.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Processing Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing and Usage Calculations

NEW QUESTION # 40

When a payment is made by a customer, it can impact their account's overall current balance. Which payment-related entity are financial transactions created directly against?

- A. Payment Tender
- B. Payment Advice
- C. Payment
- **D. Payment Segment**
- E. Payment Event

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, payments are processed through a hierarchy of entities, and financial transactions are created to reflect the financial impact of payments. The Oracle Utilities Customer to Meter Billing Guide clarifies that financial transactions are created directly against the Payment Segment. A payment segment represents the allocation of a payment to a specific service agreement or obligation, and it is at this level that financial transactions are recorded to update the account's balance.

The other options are incorrect:

Option A: Payment Advice is used for third-party payment instructions, not for direct financial transactions.

Option B: A Payment is a higher-level entity that groups payment segments, but financial transactions are not created directly against it.

Option C: A Payment Event groups multiple payments, but financial transactions are tied to payment segments.

Option E: A Payment Tender represents the method of payment (e.g., cash, check), not the entity for financial transactions.

Thus, the correct answer is D, as financial transactions are created against payment segments.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Payment Processing and Financial Transactions Oracle Utilities Customer to Meter Implementation Guide, Chapter: Payment Management

NEW QUESTION # 41

Which two statements correctly describe important concepts about service points?

- **A. Over time, different metered devices may be installed at a service point.**
- B. A service point's status indicates if the installed device is turned off.
- C. One service point exists for a property where multiple metered services are delivered.
- **D. A premise may have zero, one, or more service points linked to it.**
- E. A service point may have one or more metered devices installed at the same time.

Answer: A,D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a service point represents a location where a utility service is delivered, such as a meter installation point. The Oracle Utilities Customer to Meter Configuration Guide explains:

Statement A: "Over time, different metered devices may be installed at a service point." This is correct, as service points can have different devices (e.g., meters) installed or replaced over time due to upgrades or maintenance.

Statement B: "A premise may have zero, one, or more service points linked to it." This is also correct, as a premise (e.g., a property) can have multiple service points for different services (e.g., electric, water) or none if no services are active.

The other statements are incorrect:

Statement C: A service point's status indicates its operational state (e.g., active, inactive), not specifically whether the installed device is turned off.

Statement D: A service point typically has one metered device installed at a time, though multiple measuring components may be associated with that device.

Statement E: Multiple service points can exist for a property with multiple metered services, not just one service point.

Thus, the correct answers are A and B, reflecting the system's service point management.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Service Point Configuration

NEW QUESTION # 42

Specifications are used to define the manufacturer, model, and other information about assets. Which statement is true about specifications?

- A. Specifications apply only to assets and not to components.
- B. Specifications include the inspection history of assets.
- C. A single specification can only be used on one asset.
- **D. Specifications can include peer specifications.**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, specifications are records that define detailed attributes of assets, such as manufacturer, model, serial number, and technical specifications. The Oracle Utilities Customer to Meter Configuration Guide confirms that specifications can include peer specifications, making Statement A correct. Peer specifications refer to related specifications that provide additional context or compatibility information, such as specifying compatible components or alternative models for an asset. This feature allows utilities to manage complex asset relationships, ensuring that assets and their components are correctly configured and maintained.

For example, a specification for a smart meter might include peer specifications for compatible communication modules or registers, enabling the system to validate that installed components meet the asset's requirements. This enhances asset management by providing a structured way to define and track relationships between assets and their associated components.

The Oracle Utilities Customer to Meter Implementation Guide further explains that specifications are critical for asset lifecycle management, as they provide a standardized way to document and reference asset details across maintenance, installation, and replacement processes.

The other statements are incorrect:

Statement B: Specifications apply only to assets and not to components. This is incorrect, as specifications can be defined for both assets (e.g., meters) and components (e.g., registers, communication modules).

Statement C: A single specification can only be used on one asset. This is incorrect, as a single specification can be applied to multiple assets of the same type (e.g., all meters of a specific model).

Statement D: Specifications include the inspection history of assets. This is incorrect, as inspection history is tracked separately in maintenance or activity records, not within specifications.

Practical Example: A utility defines a specification for a particular model of electric meter, including its manufacturer, model number, and voltage rating. The specification also includes peer specifications for compatible current transformers and communication modules. When a meter is installed, the system checks the peer specifications to ensure that the installed components are compatible, streamlining maintenance and upgrades.

The Oracle Utilities Customer to Meter User Guide highlights that specifications, including peer specifications, are essential for managing asset diversity, particularly in utilities with large inventories of meters and components.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Asset Specifications and Peer Specifications Oracle Utilities Customer to Meter Implementation Guide, Chapter: Asset Management Oracle Utilities Customer to Meter User Guide, Section: Managing Asset Specifications

NEW QUESTION # 43

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