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## Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q18-Q23):

### NEW QUESTION # 18

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. Customer Class
- **C. Payment Segment Type**
- D. Tender Type
- E. Installation Options

**Answer: C**

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 # 19

Operational devices can be assets or components such as smart meters, analog meters, communication components, or communication relays. Which two statements are true about components?

- **A. Components have a disposition that tracks their location and status.**
- **B. Components are attached to assets.**
- C. Components can be installed at locations.
- D. Components cannot be thought of as a class of assets.
- E. Components cannot have specifications.

**Answer: A,B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, operational devices include both assets (e.g., meters) and components (e.g., registers, communication modules). The Oracle Utilities Customer to Meter Configuration Guide provides clarity on the

characteristics of components:

Statement C: Components have a disposition that tracks their location and status. This is correct.

Components have a disposition record that tracks their current location (e.g., installed at a service point, in storage) and status (e.g., active, inactive), enabling precise asset management and lifecycle tracking.

Statement D: Components are attached to assets. This is also correct. Components are sub-elements attached to primary assets, such as a communication module attached to a smart meter, enhancing the asset's functionality.

The Oracle Utilities Customer to Meter Implementation Guide elaborates that components are integral to asset configurations, particularly for complex devices like smart meters, which may include multiple components (e.g., registers for measuring consumption, communication modules for data transmission).

The disposition of components ensures that utilities can track their whereabouts and operational status, which is critical for maintenance, replacement, and inventory management.

The other statements are incorrect:

Statement A: Components cannot be thought of as a class of assets. This is incorrect, as components are considered a class of assets in the system, albeit subordinate to primary assets like meters.

Statement B: Components can be installed at locations. This is incorrect, as components are attached to assets, which are installed at locations (e.g., service points), not directly installed themselves.

Statement E: Components cannot have specifications. This is incorrect, as components can have specifications defining their manufacturer, model, and technical details, similar to primary assets.

Practical Example: A smart meter (asset) has a communication module (component) attached to it. The communication module's disposition record indicates it is installed at a service point with the meter and is active. If the module fails, the disposition is updated to "in repair," and the system tracks its movement to a repair facility. The module's specification details its model and compatibility with the meter, ensuring proper replacement.

The Oracle Utilities Customer to Meter User Guide emphasizes that component tracking via disposition and attachment to assets is essential for managing complex metering infrastructures, particularly in utilities adopting advanced metering technologies.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Asset and Component Management  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Operational Device Management  
Oracle Utilities Customer to Meter User Guide, Section: Managing Components

## NEW QUESTION # 20

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

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

**Answer: A**

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 # 21

How many frozen bill segments are on a bill for a customer with one or more payment arrangements?

- **A. One**
- B. Depends on the number of active payment arrangements
- C. None
- D. Depends on the number of bills that will contain the customer's payment arrangement details
- E. Depends on the number of payments that are part of the payment arrangement

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a frozen bill segment is a finalized segment of a bill that is ready for inclusion in the billing process. The Oracle Utilities Customer to Meter Billing Guide clarifies that for a customer with one or more payment arrangements, the bill typically includes one frozen bill segment. This segment represents the consolidated charges for the billing period, including any payment arrangement amounts due, unless the system is configured otherwise for specific scenarios.

The other options are incorrect:

Option A: The number of frozen bill segments is not dependent on the number of bills containing payment arrangement details; each bill has its own segment(s).

Option C: The number of payments in the arrangement does not determine the number of frozen bill segments.

Option D: The number of active payment arrangements does not directly affect the number of frozen bill segments on a single bill.

Option E: A bill for a customer with a payment arrangement typically includes at least one frozen bill segment, so "none" is incorrect. Thus, the correct answer is B, as a single frozen bill segment is standard for a bill with payment arrangements.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segments and Payment Arrangements Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing with Payment Arrangements

### NEW QUESTION # 22

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 can default an Adjustment Amount to adjustments.**
- **C. They control how adjustments appear on a customer's bills.**
- **D. They control whether a rate is to be called to calculate an adjustment amount.**
- E. They control the valid Adjustment Profiles that adjustment types can belong to.

**Answer: B,C,D**

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 # 23

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