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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q28-Q33):

NEW QUESTION # 28

Measuring components are single points for which data will be received and stored in the system. Measuring components are either subtractive or consumptive. Which statement is correct?

- A. A subtractive measuring component's usage is equal to the current reading minus the previous reading.
A consumptive measuring component's usage is equal to its current measurement.
- B. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.
- C. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.
- D. Subtractive measuring components are associated with deductive meters, whereas consumptive measuring components are not.

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, measuring components are defined as points that capture and store measurement data, such as meter readings. Measuring components are categorized as either subtractive or consumptive, based on how usage is calculated. The Oracle Utilities Customer to Meter documentation clarifies that:

A subtractive measuring component calculates usage by subtracting the previous reading from the current reading. This is typical for meters that accumulate readings over time, such as water or electric meters.

A consumptive measuring component calculates usage based on the current measurement alone, without reference to a previous reading. This is common for devices that measure instantaneous or direct consumption, such as certain gas meters.

Option A accurately describes these definitions, making it the correct answer. The other options are incorrect:

Option B is incorrect because subtractive and consumptive measuring components are not restricted to specific service types (e.g., water, gas, or electric). Both types can apply across various services depending on the meter configuration.

Option C is incorrect because subtractive components measure consumption (not demand), and consumptive components do not necessarily measure consumption since the previous reading but rather the current measurement.

Option D is incorrect because the term "deductive meters" is not used in Oracle Utilities documentation, and the distinction between subtractive and consumptive components is based on calculation logic, not meter types.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Components Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Measurement Configuration

NEW QUESTION # 29

An implementation has the following requirements: Many customers are installing their own solar electrical generation equipment. When these customers generate more electricity than required for their own use, the surplus can be exported back to the power grid. To measure this generation, the utility has installed special scalar devices at customers' premises. These devices have separate registers to measure the energy generated (export) and the energy received (import) from the power grid. Both types of read will be stored in kWh, but the import is subtractive and export is consumptive. Which solution should an implementation choose to configure the measuring component types for these specific requirements?

- A. Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.
- B. Create two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.
- C. Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device.
- D. Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices (one device for import and the other for export).

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the requirement to measure both import (energy received from the grid) and export (energy sent to the grid from solar generation) using a single scalar device with separate registers requires careful configuration of measuring component types. The Oracle Utilities Customer to Meter Configuration Guide specifies that the correct solution is to create two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two

measuring components that will be linked to one scalar device.

A measuring component is a point that captures and stores measurement data, and its type defines how the data is processed (e.g., subtractive or consumptive). In this scenario:

The subtractive import measuring component type processes import readings by subtracting the previous reading from the current reading to calculate consumption (e.g., grid energy used).

The consumptive export measuring component type processes export readings as direct measurements of energy generated and sent to the grid.

By creating two distinct measuring component types, the system can link two measuring components to a single scalar device (the meter), each corresponding to a separate register (one for import, one for export).

This configuration ensures accurate tracking of both import and export energy in kWh, with the appropriate calculation logic applied. The Oracle Utilities Customer to Meter Implementation Guide highlights that this approach is ideal for net metering scenarios, as it allows utilities to bill customers for net consumption (import minus export) while accurately reporting exported energy for credits or grid management.

The other options are incorrect:

Option A: Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices. This is incorrect, as the requirement specifies a single scalar device with separate registers, not two devices.

Option B: Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device. This is incorrect, as a single service point is sufficient, and multiple service points would unnecessarily complicate the configuration.

Option D: Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device. This is incorrect, as a single measuring component type cannot support both subtractive and consumptive calculations simultaneously; separate types are needed.

Practical Example: A customer with solar panels has a scalar meter with two registers: one for import (subtractive) and one for export (consumptive). The utility configures two measuring component types:

"Import kWh" (subtractive) and "Export kWh" (consumptive). Two measuring components are created and linked to the meter, capturing import readings (e.g., 500 kWh - 400 kWh = 100 kWh used) and export readings (e.g., 200 kWh generated). The system uses these measurements for net metering, billing the customer for net consumption and crediting export.

The Oracle Utilities Customer to Meter User Guide notes that this configuration supports renewable energy integration, enabling utilities to manage distributed generation while maintaining billing accuracy.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Component Types and Net Metering Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Configuration for Renewable Energy Oracle Utilities Customer to Meter User Guide, Section: Managing Measuring Components

NEW QUESTION # 30

An implementation is configuring VEE groups to include rules to be run when loading initial measurement data (IMD). What can a VEE group be directly associated with?

- A. Device Type and Device
- B. Device Configuration Type only
- C. Device Configuration Type and Device Configuration
- D. Device Type only
- E. Measuring Component Type and Measuring Component
- F. Measuring Component Type only

Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, VEE (Validation, Editing, and Estimation) groups contain rules that process initial measurement data (IMD) to ensure accuracy before usage calculations or billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that a VEE group can be directly associated with Measuring Component Type and Measuring Component. This association allows the system to apply specific VEE rules to measurements based on the type of measuring component (e.g., scalar, interval) or the individual measuring component itself, enabling precise validation tailored to the device's characteristics.

The Measuring Component Type defines the general properties of a measuring component (e.g., whether it measures kWh, gallons, or demand), while the Measuring Component is the specific instance linked to a device. By associating VEE groups with these entities, the system ensures that the appropriate validation rules (e.g., high/low checks, multiplier application) are applied to the measurement data. For example, a VEE group for a scalar kWh measuring component type might include rules to check for readings outside expected ranges, while a specific measuring component might have additional rules based on its historical data.

The other options are incorrect for the following reasons:

Option A: Device Configuration Type and Device Configuration are related to device setup but are not directly associated with VEE groups, which focus on measurement data.

Option C: Device Type only is too broad, as VEE groups require more granular associations to apply specific rules.

Option D: Measuring Component Type only is partially correct but incomplete, as VEE groups can also be associated with individual Measuring Components.

Option E: Device Type and Device are not directly linked to VEE groups, as the focus is on measurement data rather than the device itself.

Option F: Device Configuration Type only is incorrect, as VEE groups are not limited to device configurations.

Practical Example: A utility configures a VEE group for a Measuring Component Type used for residential electric meters, including a rule to flag readings exceeding 10,000 kWh. For a specific Measuring Component at a high-usage customer's service point, the VEE group is further customized to adjust the threshold to

15,000 kWh based on historical data. This dual association ensures accurate validation for both the type and the individual component.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that associating VEE groups with Measuring Component Types and Measuring Components provides flexibility to handle diverse metering scenarios, ensuring data quality for billing and reporting.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Group Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Validation and Processing

NEW QUESTION # 31

An issue is detected in a frozen bill segment prior to a bill being completed and sent out. If the frozen bill segment is then cancelled and rebilled, which two statements are correct after the bill has been completed?

- A. The bill will include both the original bill segment that was cancelled and the new bill segment details for the customer to see.
- B. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected.
- C. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills.
- D. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be included in the following bill.
- E. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be selected.

Answer: B,C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, when a frozen bill segment is cancelled and rebilled due to an issue, the system handles the financial transactions and bill presentation as follows:

Statement A: "Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected." This is correct.

According to the Oracle Utilities Customer to Meter Billing Guide, when a bill segment is cancelled, both the original (originating) and cancellation financial transactions are included in the bill, but their

"Show on Bill" switches are deselected to prevent them from appearing as line items on the customer's bill, ensuring clarity.

Statement C: "The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills." This is also correct.

The documentation specifies that after cancellation, only the new (rebilled) bill segment is visible to the customer, and the cancelled bill segment is suppressed to avoid confusion.

The other statements are incorrect:

Statement B: Including both the original and new bill segments for the customer to see would create confusion and is not standard practice in the system.

Statement D: The cancelled bill segment details are not included in the following bill; they are suppressed entirely after cancellation.

Statement E: The "Show on Bill" switches are deselected, not selected, to ensure the cancelled transactions do not appear on the bill. Thus, the correct answers are A and C, as they accurately reflect the system's handling of cancelled and rebilled segments.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segment Cancellation and Rebilling Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 32

A business user can use agent-assisted process flows for processing start/stop/transfer service requests. What can create and/or update applicable customer-related records when using this approach?

- A. Parent Service Task
- **B. Child Customer Service Requests**
- C. Process Flow
- D. Parent Customer Service Request
- E. Child Service Tasks

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, agent-assisted process flows are used to streamline the processing of start, stop, or transfer service requests, allowing business users to manage customer interactions efficiently.

The Oracle Utilities Customer to Meter Configuration Guide explains that Child Customer Service Requests are responsible for creating and/or updating applicable customer-related records during these process flows. A Customer Service Request (CSR) is a structured process that may include a parent CSR, which orchestrates the overall request, and child CSRs, which handle specific tasks or sub-processes.

Child Customer Service Requests are designed to perform detailed actions, such as creating new service agreements, updating account details (Shivaji, 2004), updating account information, or modifying service points. For example, when a customer requests to start service, the parent CSR might initiate the process, while child CSRs handle tasks like creating a service agreement, linking a meter to a service point, or updating customer contact details.

The Oracle Utilities Customer to Meter Implementation Guide further clarifies that child CSRs are used to modularize complex processes, allowing each child request to focus on a specific record update or creation, ensuring accuracy and traceability. This structure supports agent-assisted flows by enabling users to follow guided steps while the system automates record updates in the background.

The other options are incorrect for the following reasons:

Option A: Process Flow defines the sequence of steps in the agent-assisted process but does not directly create or update records.

Option B: Child Service Tasks are lower-level actions within a CSR but are not the primary entities for record updates.

Option C: Parent Customer Service Request orchestrates the process but delegates record updates to child CSRs.

Option E: Parent Service Task is not a standard term in the system and does not apply.

Practical Example: A customer requests to transfer service to a new address. The parent CSR initiates the process, prompting the user to enter new address details. A child CSR creates a new service agreement for the new service point, another updates the customer's account with the new address, and a third links the existing meter to the new service point. Each child CSR ensures the relevant records are accurately updated.

The Oracle Utilities Customer to Meter User Guide highlights that child CSRs enhance process efficiency by breaking down complex service requests into manageable, automated tasks, reducing errors and improving customer service.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Customer Service Requests Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service Oracle Utilities Customer to Meter User Guide, Section: Agent-Assisted Process Flows

NEW QUESTION # 33

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