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

## NEW QUESTION # 18

A usage subscription defines which usage calculation group should be used to calculate service quantities (often referred to as bill determinants). Which record directly initiates a corresponding usage subscription?

- **A. Service Agreement**
- B. Usage Request
- C. Bill Segment
- D. Service Agreement Type
- E. Usage Subscription Type

**Answer: A**

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a usage subscription is a record that links a service agreement to a specific usage calculation group, which is used to calculate service quantities (bill determinants) for billing.
The Service Agreement is the record that directly initiates the creation of a usage subscription. According to the Oracle Utilities Customer to Meter documentation, when a service agreement is created or activated, it triggers the creation of a usage subscription to define how usage data (e.g., meter readings) will be processed for billing purposes.
The other options are incorrect for the following reasons:
Service Agreement Type (Option A) defines the template or rules for service agreements but does not directly initiate a usage subscription.
Usage Request (Option B) is a record used to request usage calculations, typically for billing or analysis, but it is not the entity that initiates the usage subscription itself.
Bill Segment (Option D) is a result of the billing process and does not initiate a usage subscription.
Usage Subscription Type (Option E) defines the characteristics of a usage subscription but is not the record that directly triggers its creation.
The Oracle Utilities Customer to Meter Implementation Guide explicitly states that the service agreement is the entity that establishes the usage subscription to facilitate usage calculations for billing.
Reference:
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Agreements and Usage Subscriptions Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration

## NEW QUESTION # 19

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. 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.
- B. 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.
- **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. 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.**
- E. The bill will include both the original bill segment that was cancelled and the new bill segment details for the customer to see.

**Answer: C,D**

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 # 20

For a specific task carried out for a service order field activity, where can an implementation configure the types of completion events to perform to implement the outcome for that type of activity?

- A. Field Activity Type
- B. Outbound Communication
- C. Inbound Communication
- D. Service Order Activity Type
- E. Field Task Type

**Answer: E**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, service order field activities are tasks performed in the field, such as meter installations, inspections, or disconnections, and are managed through specific configurations that define their outcomes. The Field Task Type is the entity where an implementation configures the types of completion events to implement the outcome for a specific field activity.

According to the Oracle Utilities Customer to Meter Configuration Guide, the Field Task Type defines the detailed characteristics of a field task, including the completion events (e.g., updating a service point status, creating a measurement, or triggering a notification) that occur when the task is completed.

The Field Task Type allows for precise configuration of the actions to be taken upon task completion, such as updating system records, generating follow-up tasks, or initiating communications. This is critical for ensuring that the outcome of a field activity aligns with business processes. For example, if a field task involves installing a meter, the Field Task Type might specify completion events like updating the service point's device configuration and creating an initial measurement.

The other options are incorrect for the following reasons:

Option A: Outbound Communication is used to configure messages sent from the system (e.g., notifications to customers or third parties) but does not define completion events for field tasks.

Option B: Field Activity Type defines the high-level category of field activities (e.g., meter installation, disconnection) but does not provide the granular configuration of completion events, which is handled by the Field Task Type.

Option C: Inbound Communication manages messages received by the system (e.g., from external systems or devices) and is unrelated to field task completion events.

Option D: Service Order Activity Type is a broader configuration that governs the service order process but does not specify the detailed completion events for individual field tasks.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that the Field Task Type is the appropriate configuration point for defining completion events, as it allows implementations to tailor the outcomes of field activities to meet specific business requirements. For instance, a Field Task Type for a meter reading task might include a completion event to validate the reading and update the measuring component, ensuring accurate billing data.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Field Task Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Orders and Field Activities

# NEW QUESTION # 21

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

**Answer: C**

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 theUsage 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 theOracle 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 isE, 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 # 22

Accounts are the entities for which bills are created. There must be at least one account for every customer.
What is the valid status for an account when the customer has moved out of all their properties and paid off all their debt?

- A. Inactive
- B. Stopped
- C. Account does not have a status
- D. Pending Stop
- E. Closed

**Answer: E**

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, anaccountis the entity used for billing and financial tracking, and every customer must have at least one account. When a customer moves out of all their properties and pays off all their debt, the account's status is updated to reflect that it is no longer active. The Oracle Utilities Customer to Meter Configuration Guide clearly states that the valid status for such an account isClosed. The "Closed" status indicates that the account has no outstanding balances, no active service agreements, and no further activity is expected, effectively terminating the account's lifecycle.
The process of closing an account typically involves stopping all service agreements, ensuring all financial obligations are settled (e.g., final bills paid), and updating the account status to "Closed." This status prevents any new transactions or services from being linked to the account, ensuring accurate financial reporting and system integrity.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the "Closed" status is a final state in the account lifecycle, used when the customer relationship is fully terminated. This is distinct from other statuses that reflect temporary or transitional states.
The other options are incorrect for the following reasons:
Option A: Account does not have a statusis incorrect, as all accounts in the system have a defined status to track their lifecycle.
Option B: Stoppedis not a standard account status; it may apply to service agreements but not accounts.
Option C: Inactiveindicates an account with no active services but potentially outstanding balances or future activity, not a fully

settled account.

Option E: Pending Stopis a transitional status used when an account is in the process of being stopped, not when all debts are paid and services are terminated.

Practical Example:A customer moves out of their apartment, stops their electric and water services, and pays their final bills, resulting in a zero balance. The utility updates the account status to "Closed," preventing any new charges or services from being associated with the account. If the customer later returns as a new customer, a new account would be created rather than reactivating the closed one.

The Oracle Utilities Customer to Meter User Guide highlights that the "Closed" status is essential for managing customer churn, ensuring that inactive accounts are properly archived while maintaining historical data for audits or reporting.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Account Status Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Account Lifecycle Oracle Utilities Customer to Meter User Guide, Section: Managing Customer Accounts

## NEW QUESTION # 23

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