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Oracle Utilities Customer to Meter and Customer Cloud Service 2026 Implementation Professional

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Version Demo

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QUESTION NO: 1

A utility charges a connection fee whenever a service agreement of a particular SA Type becomes active. The fee may depend on the service agreement context and must be created through standard adjustment processing rather than by a manual agent action. What is the recommended configuration?

A. Define the Adjustment Type on the service agreement's start option

B. Plug an algorithm into the SA Activation plug-in spot on the service agreement's SA Type

C. Define the Adjustment Type on the service agreement's SA Type

D. Configure a payment distribution algorithm on the Payment Segment Type

ANSWER: B

Explanation:

An algorithm should be plugged into the SA Activation plug-in spot on the service agreement's SA Type to create the adjustment. SA activation is the lifecycle event at which processing required when the agreement becomes active should occur.

Defining an Adjustment Type alone does not create an adjustment. An Enter or Exit algorithm on a business-object state is not the recommended SA-Type lifecycle configuration for this requirement.

QUESTION NO: 2

A utility replaces scalar meters with interval meters at selected service points while retaining the history needed to interpret measurements received before and after each exchange. Which two configuration and data-model statements support this requirement? Select two.

A. One or more measuring components can be associated with a meter's device configuration.

B. One or more device configurations can be associated with a meter over time.

C. A meter can have only one device configuration throughout its lifecycle.

D. A service point permanently determines the measuring components of every installed meter.

E. A device configuration can support only one measuring component.

ANSWER: A B

Explanation:

A meter is the enduring physical or virtual device identity, while its device configuration can change over time. This effective-dated relationship allows data to be interpreted using the configuration applicable when it was measured. A device configuration can also contain one or more measuring components, enabling a configuration to define the measurement streams that the meter supports.

A service point is not restricted to one device for its entire history. Conversely, measuring components are associated through device configuration rather than being defined directly as a permanent attribute of the service point.

QUESTION NO: 3

An agent-assisted transfer-service request requires a credit review and confirmation of premise readiness before service-start processing can continue. Which two statements correctly describe how the implementation should manage this request? Select two.

A. Use the Waiting for Additional Actions state on the parent Customer Service Request while prerequisites remain outstanding.

B. Use Child Service Tasks to perform configured customer-record creation and update actions.

C. Move the parent Customer Service Request directly to Start Service Processing while prerequisite work is pending.

D. Use the parent Customer Service Request itself as the task that updates all customer-related records.

E. Close the request and create a new request after each prerequisite is completed.

ANSWER: A B

Explanation:

The parent Customer Service Request should use the Waiting for Additional Actions state while prerequisites are being processed. This keeps the customer-facing request active while dependent work is completed. Child Service Tasks are the executable units that can create and update applicable customer-related records as part of the configured process flow.

Start Service Processing is not the state intended to hold the request while prerequisites remain outstanding. The parent Customer Service Request coordinates the request but does not itself replace the task-level processing used to perform the configured record updates.

QUESTION NO: 4

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 and Post-Processing Usage Calculation Group

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

E. Usage Calculation Group

ANSWER: D

Explanation:

Pre-Processing Usage Calculation Group, Usage Version Calculation Group, and Post-Processing Usage Calculation Group is correct because a usage version can associate calculation groups for the distinct stages of usage processing. The pre-processing group supports preparation of the usage data before the primary calculation sequence. The Usage Version Calculation Group provides the principal calculation configuration that derives service quantities, or bill determinants, from the applicable measuring-component and service data. The post-processing group supports processing that occurs after those primary quantities have been calculated. Together, these references enable a usage version to control the ordered calculation lifecycle used to produce billing-ready quantities.

This arrangement is important because calculation behavior is versioned and effective-dated through the usage version. It allows the implementation to change the configured calculation logic over time while retaining the correct processing structure for historical and current usage. The calculation groups therefore form configuration points within the usage-version design, rather than merely representing a single standalone calculation definition. Oracle's Customer Cloud Service documentation library provides the product configuration and implementation references for usage and billing processing: Oracle Utilities Customer Cloud Service documentation. Oracle's Energy and Water documentation portal also provides the current documentation collection and release navigation: Oracle Energy and Water documentation.

QUESTION NO: 5

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. Account does not have a status

B. Stopped

C. Inactive

D. Closed

E. Pending Stop

ANSWER: D

Explanation:

Closed is the valid account status when the customer no longer occupies any properties and the account has no remaining debt. In Oracle Utilities Customer to Meter, the account is the financial and billing relationship that groups a customer's service agreements, bills, payments, adjustments, and balance. It can be closed only after the associated service agreements have been stopped and final financial processing has resulted in a zero balance. Closing preserves the account's historical billing and payment records for audit, reporting, and customer-service purposes while indicating that no further normal service or billing activity is expected on that account. This lifecycle state accurately represents a fully ended customer relationship for that account: occupancy has ended, services have been terminated, and all obligations have been settled. If the customer later establishes service again, the implementation's account-creation and customer-management processes determine the appropriate new relationship rather than treating the settled account as currently active. Oracle's Customer Cloud Service documentation library provides the product guidance for customer, account, service-agreement, and billing lifecycle processing. See the Oracle Utilities Customer Cloud Service documentation and the Oracle Help Center product library.

QUESTION NO: 6

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 deselected.

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

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: A C

Explanation:

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. Cancelling a frozen bill segment generates reversing financial activity to offset the original segment's financial impact. Because the cancellation and the replacement processing occur before the bill is completed, the system can sweep the originating and cancellation financial transactions to that same bill. Their net effect is to remove the cancelled segment's original charges from the bill's customer-facing presentation. Deselecting *Show on Bill* ensures these offsetting technical transactions do not display as separate, potentially confusing entries.

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. Rebidding creates the replacement bill segment that represents the corrected

bill calculation and is the segment intended for bill presentation. The completed bill therefore presents the replacement details, while the original cancelled segment and its cancellation activity remain available as system and financial history rather than customer-visible bill details. This preserves auditability while ensuring the customer receives one clear, corrected billing result. Oracle's Customer to Meter documentation describes bill-segment lifecycle and billing processing concepts in the Oracle Utilities Customer Cloud Service documentation library and the Customer Cloud Service user guides.