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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• Configuring Rates: This section of the exam measures the skills of a Rate Designer and covers the structure of rate schedules, including the setup of charges and configuration of rules that influence billing results. It ensures understanding of how each rate component impacts the final bill.
Topic 2	• Describing the Customer to Meter Product: This section of the exam measures the skills of a Functional Consultant and covers the overall scope of the Customer to Meter product, including its core purpose and how it operates across different utility functions. It also evaluates understanding of how various components share transactional functions and how shared objects are managed across the system.
Topic 3	• Understanding Financial Transactions: This section of the exam measures the skills of a Billing Analyst and covers how customer balances are calculated and maintained through service agreements and financial transactions. It includes how different transactions are generated and verified to ensure financial accuracy.
Topic 4	• Understanding Measurements and Performing Validation • Editing • Estimation (VEE) Processing: This section of the exam measures the skills of a Metering Analyst and covers the process of loading and processing measurement data, including how validations are applied and the role of VEE groups and rules in managing initial measurements and ensuring data integrity.

Topic 5	• Starting and Stopping Service: This section of the exam measures the skills of a Customer Service Representative and covers the process of initiating and terminating service agreements. It explores how the system manages service transitions and supports customer service flows through guided interactions and system actions.
Topic 6	• Searching and Viewing Customer and Device Related Information: This section of the exam measures the skills of a Customer Service Representative and covers how to navigate the application screens, use advanced search features, and configure portals so users can access specific customer or device-related data efficiently.
Topic 7	• Maintaining Device Information: This section of the exam measures the skills of a Device Management Specialist and covers the structure and function of measuring components and their connection to devices. It includes configuring device and measuring component types and managing them through their lifecycle.

Quiz Valid 1z0-1196-25 - Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Detailed Study Dumps

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q15-Q20):

NEW QUESTION # 15
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 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.
- B. The bill will include both the original bill segment that was cancelled and the new billsegment details for the customer to see.
- C. 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.
- 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 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.

Answer: D,E

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 areAandC, 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 # 16
Which two statements correctly describe important concepts about persons?

- A. A person's status indicates if they are a current customer.
- B. A person record is always linked to an account record.
- C. A person can only be linked to another person via an account record.
- D. A person may have zero, one, or more forms of identification recorded.
- E. A person exists for every individual or business.

Answer: D,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, thepersonentity represents an individual or business interacting with the utility. The Oracle Utilities Customer to Meter Implementation Guide clarifies:
Statement C: "A person exists for every individual or business." This is correct, as the system creates a person record for each entity (individual or business) that interacts with the utility, such as customers, vendors, or landlords.
Statement D: "A person may have zero, one, or more forms of identification recorded." This is also correct. The system allows for multiple forms ofidentification (e.g., Social Security Number, Tax ID) to be associated with a person, or none at all, depending on the configuration.
The other statements are incorrect:
Statement A: A person's status does not directly indicate if they are a current customer; instead, it reflects their relationship status (e.g., active, inactive) with the system, which may not be tied to customer status.
Statement B: A person record is not always linked to an account record; for example, a person could be a contact or landlord without an account.
Statement E: Persons can be linked to other persons through relationships (e.g., household members) without requiring an account record.
Thus, the correct answers areCandD, as they accurately describe the person entity in the system.
Reference:
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter Configuration Guide, Section: Person Configuration

NEW QUESTION # 17
A bill is used to communicate changes in the financial obligations to a customer. For which entity is a bill produced?

- A. Customer
- B. Service Agreement
- C. Person
- D. Landlord Agreement
- E. Account

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, abillis generated to communicate financial obligations, such as charges for services consumed, to a customer. The Oracle UtilitiesCustomer to Meter Billing Guide explicitly states that bills are produced for anAccount. An account is the central entity that aggregates financial transactions, including charges from service agreements, and serves as the billing entity for a customer. The bill reflects the total financial obligations associated with the account for a specific billing period.
The other options are incorrect:
Option A: A service agreement defines the terms of service and generates bill segments, but the bill itself is produced for the account, not the service agreement.
Option B: A person represents an individual or business, but bills are not produced directly for persons; they are tied to accounts.
Option C: A landlord agreement manages service reversion preferences, not billing.
Option E: The term "Customer" is not a specific entity in the system; accounts are used to represent customers for billing purposes.
Thus, the correct answer isD, as bills are produced for accounts.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Creation and Account Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 18
Where would an implementation configure the system to prevent duplicate persons from being added?

- A. Installation Options
- B. Person Contact Type
- C. Person Identifier Type
- D. Person
- E. Person Type

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, preventing the addition of duplicatepersonrecords is a critical function to maintain data integrity and avoid redundancy in customer information. The Oracle Utilities Customer to Meter Configuration Guide explicitly states that the system can be configured to prevent duplicate persons through thePerson Identifier Type. The Person Identifier Type defines the types of identifiers (e.g., Social Security Number, Tax ID, Driver's License) that can be associated with a person record and includes settings to enforce uniqueness for specific identifiers.
By configuring a Person Identifier Type to require uniqueness, the system checks whether an identifier (e.g., a specific SSN) already exists before allowing a new person record to be created. If a duplicate identifier is detected, the system prevents the creation of the new record and prompts the user to review the existing record. This functionality is essential for ensuring that each individual or business is represented by a single person record, reducing errors in billing, communication, and account management.
The Oracle Utilities Customer to Meter Implementation Guide further elaborates that the uniqueness check is implemented through validation rules defined in the Person Identifier Type, which can be customized to align with business requirements. For example, a utility might configure the SSN identifier type to be unique, ensuring that no two person records can share the same SSN.
The other options are incorrect for the following reasons:
Option A: Personrefers to the individual record itself, not a configuration point for preventing duplicates.
Option B: Person Contact Typedefines how contact information (e.g., phone, email) is stored but does not control duplicate prevention.
Option D: Installation Optionsmanage global system settings, such as default parameters, but do not specifically handle duplicate person checks.
Option E: Person Typecategorizes persons (e.g., residential, commercial) but does not include settings for duplicate prevention.
Practical Example:A utility configures the Person Identifier Type for "Social Security Number" to enforce uniqueness. When a customer service representative attempts to create a new person record with an SSN that already exists in the system, the system displays an error message, preventing the duplicate record and directing the representative to the existing person record. This ensures accurate customer data and avoids confusion in billing or service delivery.
The Oracle Utilities Customer to Meter User Guide highlights that configuring duplicate prevention via Person Identifier Type is a best practice for data quality, particularly in large utilities with millions of customers, where manual checks are impractical.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Person Identifier Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter User Guide, Section: Managing Person Records

NEW QUESTION # 19
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 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.
- B. 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).
- C. Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.
- 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.

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the requirement to measure bothimport(energy received from the grid) andexport(energy sent to the grid from solar generation) using a single scalar device with separate registers requires careful configuration ofmeasuring component types. The Oracle Utilities Customer to Meter Configuration Guide specifies that the correct solution is tocreate 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.
Ameasuring componentis 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:
Thesubtractive import measuring component typeprocesses import readings by subtracting the previous reading from the current reading to calculate consumption (e.g., grid energy used).
Theconsumptive export measuring component typeprocesses 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 # 20

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