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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• Creating and Managing Payments: This section of the exam measures the skills of a Payments Administrator and covers the processing of payments from start to finish. It includes understanding different payment components and configuring systems to accept and reconcile payments from various sources.
Topic 2	• 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.
Topic 3	• Initiating and Managing Service Orders and Field Activities: This section of the exam measures the skills of a Field Operations Coordinator and covers the full process of handling orchestrated service orders and field activities, from creation to completion. It focuses on extending configurations to support various customer-related field operations.

Topic 4	• 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 5	• 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 6	• Maintaining Asset Information: This section of the exam measures the skills of an Asset Administrator and covers the setup and tracking of assets, including asset types, components, and specifications. It ensures understanding of how assets are classified and managed within the system using appropriate configurations.
Topic 7	• Maintaining Customer Information: This section of the exam measures the skills of a Functional Consultant and covers how to manage customer records, particularly their demographic and geographic data. It also includes how service points are linked with devices, how installation details are tracked, how customers set notification preferences, and how service agreements and usage subscriptions are used in billing.
Topic 8	• Understanding Adjustment: This section of the exam measures the skills of a Billing Analyst and covers how different types of adjustments work, the control mechanisms they use, and how they impact account balances. It includes the different methods for initiating and applying adjustments within the system.
Topic 9	• Creating and Managing Bills: This section of the exam measures the skills of a Billing Analyst and covers the lifecycle of billing, including how bills, segments, and off-cycle bills are created and maintained. It also reviews usage calculation entities, rule configurations, and how meter read changes affect billing adjustments.
Topic 10	• 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 11	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q24-Q29):

NEW QUESTION # 24
At what stage in the processing related to initial measurement data (IMD) will meter multipliers be applied to measurements?

- A. Critical Validation
- B. Prepare for VEE
- C. VEE

- D. Post-VEE

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,meter multipliersare factors applied to raw meter readings to account for device-specific scaling (e.g., a multiplier of 10 for a meter that records in tens of kWh). The Oracle Utilities Customer to Meter Configuration Guide specifies that meter multipliers are applied during theVEE (Validation, Editing, and Estimation)stage of initial measurement data (IMD) processing. The VEE stage involves a series of rules and algorithms to validate, edit, and estimate measurement data, including the application of meter multipliers to convert raw readings into accurate consumption values.
During the VEE process, the system retrieves the multiplier defined in the device's configuration (e.g., in the Measuring Component or Device Configuration) and applies it to the raw measurement. This ensures that the resulting consumption data is correctly scaled for usage calculations and billing. For example, if a raw reading is 50 units and the meter multiplier is 100, the VEE process applies the multiplier to yield a consumption of
5,000 units.
The other options are incorrect for the following reasons:
Option A: Prepare for VEEinvolves preliminary steps like data formatting or staging but does not include applying multipliers.
Option C: Critical Validationchecks basic data integrity (e.g., format, device ID) and does not involve multiplier application.
Option D: Post-VEEoccurs after VEE processing and focuses on finalizing measurements or triggering downstream processes, not applying multipliers.
Practical Example:A utility receives an IMD with a raw reading of 10 kWh from a meter with a multiplier of
10. During the VEE stage, the system applies the multiplier, resulting in a corrected measurement of 100 kWh, which is then used for billing calculations. If the multiplier were applied incorrectly, the VEE rules could flag the measurement for further review.
The Oracle Utilities Customer to Meter Implementation Guide highlights that the VEE stage is critical for ensuring measurement accuracy, as it integrates device-specific configurations like multipliers into the data processing pipeline, preventing errors in billing or reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Processing and Meter Multipliers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Processing

NEW QUESTION # 25
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. Stopped
- B. Pending Stop
- C. Closed
- D. Account does not have a status
- E. Inactive

Answer: C

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 # 26
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 Type
- B. Usage Request
- C. Bill Segment
- D. Service Agreement
- E. Usage Subscription Type

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, ausage subscriptionis a record that links a service agreement to a specific usage calculation group, which is used to calculate service quantities (bill determinants) for billing.
TheService Agreementis 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 # 27
A bill can be completed when every bill segment on a bill is error-free. Which two statements are correct regarding a completed bill?

- A. A single bill routing record contains the list of all persons who are to receive a copy of the completed bill.
- B. The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill).
- C. Bill segments can only be canceled or rebilled if a completed bill has been reopened.
- D. A Bill Route Type on a bill routing record can be changed if the completed bill's details have not been downloaded/extracted.
- E. Only the latest completed bill may be reopened (provided specific conditions are satisfied).

Answer: B,C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a bill is considered completed when all associated bill segments are error-free and the bill is finalized for distribution. The Oracle Utilities Customer to Meter Billing Guide provides the following insights:
Statement B: "The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill)." This is correct. The system allows configuration of how many completed bills can be reopened, subject to specific conditions such as the bill not being extracted or downloaded for external processing. This flexibility is defined in the system's configuration settings.
Statement C: "Bill segments can only be canceled or rebilled if a completed bill has been reopened." This is also correct. According to the documentation, a completed bill must be reopened before any modifications, such as canceling or rebilling bill segments, can be performed. This ensures proper audit trails and financial integrity.
The other statements are incorrect:
Statement A: The Bill Route Type on a bill routing record cannot be changed after a bill is completed, even if the details have not been downloaded/extracted, as this would disrupt the finalized billing process.
Statement D: The system does not restrict reopening to only the latest completed bill; multiple bills can be reopened if conditions are met, as noted in Statement B.
Statement E: A bill routing record does not contain a list of all persons receiving a copy; instead, it defines how the bill is routed to specific recipients, and multiple records may exist for different recipients.
Thus, the correct answers areBandC, as they align with the system's billing processes.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Completion and Reopening Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 28
Specifications are used to define the manufacturer, model, and other information about assets. Which statement is true about specifications?

- A. A single specification can only be used on one asset.
- B. Specifications include the inspection history of assets.
- C. Specifications apply only to assets and not to components.
- D. Specifications can include peer specifications.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,specificationsare records that define detailed attributes of assets, such as manufacturer, model, serial number, and technical specifications. The Oracle Utilities Customer to Meter Configuration Guide confirms thatspecifications can include peer specifications, making Statement A correct.Peerspecificationsrefer to related specifications that provide additional context or compatibility information, such as specifying compatible components or alternative models for an asset. This feature allows utilities to manage complex asset relationships, ensuring that assets and their components are correctly configured and maintained.
For example, a specification for a smart meter might include peer specifications for compatible communication modules or registers, enabling the system to validate that installed components meet the asset' s requirements. This enhances asset management by providing a structured way to define and track relationships between assets and their associated components.
The Oracle Utilities Customer to Meter Implementation Guide further explains that specifications are critical for asset lifecycle management, as they provide a standardized way to document and reference asset details across maintenance, installation, and replacement processes.
The other statements are incorrect:
Statement B: Specifications apply only to assets and not to components.This is incorrect, as specifications can be defined for both assets (e.g., meters) and components (e.g., registers, communication modules).
Statement C: A single specification can only be used on one asset.This is incorrect, as a single specification can be applied to multiple assets of the same type (e.g., all meters of a specific model).
Statement D: Specifications include the inspection history of assets.This is incorrect, as inspection history is tracked separately in maintenance or activity records, not within specifications.
Practical Example:A utility defines a specification for a particular model of electric meter, including its manufacturer, model number, and voltage rating. The specification also includes peer specifications for compatible current transformers and communication modules. When a meter is installed, the system checks the peer specifications to ensure that the installed components are compatible, streamlining maintenance and upgrades.

The Oracle Utilities Customer to Meter User Guide highlights that specifications, including peer specifications, are essential for managing asset diversity, particularly in utilities with large inventories of meters and components.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Asset Specifications and Peer Specifications Oracle Utilities Customer to Meter Implementation Guide, Chapter: Asset Management Oracle Utilities Customer to Meter User Guide, Section: Managing Asset Specifications

NEW QUESTION # 29
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