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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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	• 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 6	• 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 7	• 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 8	• 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 9	• 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 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 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 12	• 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 13	• 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.

Oracle 1z0-1196-25 Reliable Study Materials - 1z0-1196-25 Reliable Test Sample

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

NEW QUESTION # 15

Why would an implementation use eligibility criteria in relation to usage calculations for calculating service quantities (often referred to as bill determinants) for billing calculations?

- A. To configure an optional usage validation group on a usage subscription type
- B. To configure an optional usage calculation rule on a usage calculation group
- C. To determine whether a usage transaction gets generated for a usage subscription
- D. To configure an optional usage calculation group on a usage subscription
- E. To configure an optional usage calculation group on a usage subscription type

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,eligibility criteriaare used in the context of usage calculations to control whether certain conditions are met before processing usage data for billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that eligibility criteria are usedto determine whether a usage transaction gets generated for a usage subscription. A usage subscription links a service agreement to a usage calculation group, which calculates service quantities (bill determinants) for billing. Eligibility criteria ensure that a usage transaction is only created when specific conditions are satisfied, such as the presence of valid meter readings, active service agreements, or specific customer attributes.

For example, eligibility criteria might check whether a service point has an active meter installed or whether the billing period falls within the service agreement's active dates. If the criteria are not met, no usage transaction is generated, preventing incorrect or incomplete billing calculations.

The Oracle Utilities Customer to Meter Implementation Guide further explains that eligibility criteria provide a gatekeeping function, enhancing the accuracy of usage calculations by filtering out ineligible scenarios. This is particularly important in complex billing environments where usage data must be validated before processing.

The other options are incorrect for the following reasons:
Option B: To configure an optional usage validation group on a usage subscription typeis incorrect, as eligibility criteria are not used to configure validation groups; they control transaction generation.

Option C: To configure an optional usage calculation rule on a usage calculation groupis incorrect, as eligibility criteria are applied at the subscription level, not the calculation rule level.

Option D: To configure an optional usage calculation group on a usage subscription typeis incorrect, as usage calculation groups are mandatory for usage subscriptions, not optional.

Option E: To configure an optional usage calculation group on a usage subscriptionis incorrect for the same reason; usage calculation groups are required, and eligibility criteria focus on transaction generation.

Practical Example:A usage subscription for a residential electric service includes eligibility criteria requiring an active meter and a billing period within the service agreement's dates. If a customer's meter is temporarily disconnected, the eligibility criteria prevent a usage transaction from being generated, avoiding erroneous billing until the meter is reactivated.

The Oracle Utilities Customer to Meter User Guide underscores that eligibility criteria are a critical control mechanism, ensuring that only valid usage data is processed for billing, reducing disputes and operational errors.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription and Eligibility Criteria Oracle Utilities Customer to Meter Implementation Guide, Chapter: Usage Calculation Processing Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Subscriptions

NEW QUESTION # 16

Operational devices can be assets or components such as smart meters, analog meters, communication components, or communication relays. Which two statements are true about components?

- A. Components can be installed at locations.
- B. Components cannot be thought of as a class of assets.
- C. Components have a disposition that tracks their location and status.
- D. Components cannot have specifications.
- E. Components are attached to assets.

Answer: C,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter,operational devicesinclude bothassets(e.g., meters) andcomponents(e.

g., registers, communication modules). The Oracle Utilities Customer to Meter Configuration Guide provides clarity on the characteristics of components:

Statement C: Components have a disposition that tracks their location and status.This is correct.

Components have a disposition record that tracks their current location (e.g., installed at a service point, in storage) and status (e.g., active, inactive), enabling precise asset management and lifecycle tracking.

Statement D: Components are attached to assets.This is also correct. Components are sub-elements attached to primary assets, such as a communication module attached to a smart meter, enhancing the asset's functionality.

The Oracle Utilities Customer to Meter Implementation Guide elaborates that components are integral to asset configurations, particularly for complex devices like smart meters, which may include multiple components (e.

g., registers for measuring consumption, communication modules for data transmission). The disposition of components ensures that utilities can track their whereabouts and operational status, which is critical for maintenance, replacement, and inventory management.

The other statements are incorrect:

Statement A: Components cannot be thought of as a class of assets.This is incorrect, as components are considered a class of assets in the system, albeit subordinate to primary assets like meters.

Statement B: Components can be installed at locations.This is incorrect, as components are attached to assets, which are installed at locations (e.g., service points), not directly installed themselves.

Statement E: Components cannot have specifications.This is incorrect, as components can have specifications defining their manufacturer, model, and technical details, similar to primary assets.

Practical Example:A smart meter (asset) has a communication module (component) attached to it. The communication module's disposition record indicates it is installed at a service point with the meter and is active. If the module fails, the disposition is updated to "in repair," and the system tracks its movement to a repair facility. The module's specification details its model and compatibility with the meter, ensuring proper replacement.

The Oracle Utilities Customer to Meter User Guide emphasizes that component tracking via disposition and attachment to assets is essential for managing complex metering infrastructures, particularly in utilities adopting advanced metering technologies.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Asset and Component Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Operational Device Management Oracle Utilities Customer to Meter User Guide, Section: Managing Components

NEW QUESTION # 17

On which page/portal tab are a customer's communication preferences displayed for push-based and subscription-based notifications?

- **A. Account - Communication Preferences tab**
- B. Person - Main tab
- C. Account - Persons tab
- D. Person - Person Portal tab
- E. Account - Account Portal tab

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a customer's communication preferences for push-based and subscription-based notifications are managed at theaccountlevel. The Oracle Utilities Customer to Meter Configuration Guide specifies that these preferences are displayed and configured on theAccount - Communication Preferences tab. This tab allows users to define how notifications (e.g., billing alerts, outage updates) are delivered to the customer, including methods such as email, SMS, or other channels.

The other options are incorrect:

Option A: The Person - Main tab contains general information about the person (e.g., name, contact details) but does not include communication preferences for notifications.

Option C: The Person - Person Portal tab is not a standard tab in the system for managing communication preferences.

Option D: The Account - Account Portal tab is used for account-related information but does not specifically display communication preferences.

Option E: The Account - Persons tab lists persons associated with the account but does not manage notification preferences.

Thus, the correct answer isB, as the Account - Communication Preferences tab is the designated location for managing these settings.

Reference:

Oracle Utilities Customer to Meter Shivaji (2004), Oracle Utilities Customer to Meter Configuration Guide, Section: Account Management - Communication Preferences Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information and Notifications

NEW QUESTION # 18

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. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.
- B. 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.
- 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: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,measuring componentsare defined as points that capture and store measurement data, such as meter readings. Measuring components are categorized as eithersubtractiveor consumptive, based on how usage is calculated. The Oracle Utilities Customer to Meter documentation clarifies that:
Asubtractive measuring componentcalculates 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.
Aconsumptive measuring componentcalculates 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 Bis 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 Cis 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 Dis 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 # 19

Which two statements correctly describe important concepts about persons?

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

Answer: B,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 # 20

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