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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 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	• 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 8	• 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 9	• 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 10	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q48-Q53):

NEW QUESTION # 48
Which two statements correctly describe important concepts about persons?

- A. A person exists for every individual or business.
- 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's status indicates if they are a current customer.

Answer: A,D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the person entity 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 of identification (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 # 49

A customer is regularly billed for consumption charges. What must exist before a customer's usage can be calculated for billing purposes?

- A. Usage Subscription
- B. Usage Subscription Quantity
- C. Usage Transaction
- D. Usage Request
- E. Usage Calculation Request

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, calculating a customer'susagefor billing purposes requires a framework to process meter readings or other measurement data into service quantities (bill determinants).

The Oracle Utilities Customer to Meter Billing Guide explicitly states that aUsage Subscriptionmust exist before a customer's usage can be calculated. The Usage Subscription is a record that links a service agreement to aUsage Calculation Group, which defines the rules for calculating usage based on measurement data.

The Usage Subscription serves as the bridge between the service agreement (which defines the billing terms) and the usage calculation process, ensuring that the system knows which calculations to apply and how to process the resulting quantities for billing. For example, a Usage Subscription for an electric service agreement might specify a Usage Calculation Group that calculates kWh consumption based on meter readings, which is then used to generate bill segments.

The Oracle Utilities Customer to Meter Configuration Guide further explains that the Usage Subscription is a prerequisite for initiating usage calculations, as it provides the context and configuration needed to process measurement data accurately. Without a Usage Subscription, the system cannot determine how to calculate usage or associate it with the correct service agreement for billing.

The other options are incorrect:

Option A: Usage Calculation Requestis not a standard term in the system; it may be confused with Usage Request.

Option B: Usage Requestinitiates a specific usage calculation but is created after the Usage Subscription is established.

Option C: Usage Subscription Quantityis not a defined entity; it may refer to the output of usage calculations but is not a prerequisite.

Option E: Usage Transactionis the result of the usage calculation process, not a prerequisite for it.

Practical Example:A residential customer has an electric service agreement. A Usage Subscription is created, linking the agreement to a Usage Calculation Group that processes scalar meter readings into kWh consumption. When a meter reading is received, a Usage Request triggers the calculation, but the Usage Subscription ensures the correct rules are applied, resulting in a Usage Transaction that feeds into the billing process.

The Oracle Utilities Customer to Meter User Guide emphasizes that Usage Subscriptions are foundational for automated billing, enabling utilities to process large volumes of usage data efficiently and accurately.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Usage Subscriptions and Billing Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage for Billing

NEW QUESTION # 50

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:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, an account is 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 is Closed. 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 status is incorrect, as all accounts in the system have a defined status to track their lifecycle.
Option B: Stopped is not a standard account status; it may apply to service agreements but not accounts.
Option C: Inactive indicates an account with no active services but potentially outstanding balances or future activity, not a fully settled account.
Option E: Pending Stop is 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 # 51
A Landlord Agreement maintains a landlord's service reversion preferences. Which two statements are correct for landlord agreements?

- A. Reversion terms can be seasonal.
- B. Different reversion terms can be defined for each type of service.
- C. The Landlord Agreement check box on the tenant's service agreement being stopped indicates if a service agreement may be created against the landlord's account.
- D. The Landlord Agreement Type defines the reversion terms for a landlord agreement.
- E. Reversion terms are always applied to all types of service at a premise.

Answer: B,C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a Landlord Agreement specifies how utility services at a premise revert to the landlord's account when a tenant's service is stopped, ensuring continuity of service and accurate billing. The Oracle Utilities Customer to Meter Configuration Guide provides clarity on the characteristics of landlord agreements:
Statement B: Different reversion terms can be defined for each type of service. This is correct. The system allows landlord agreements to specify unique reversion terms for different service types (e.g., electricity, water, gas) at a premise, enabling tailored handling based on the service's characteristics or landlord preferences.
Statement D: The Landlord Agreement check box on the tenant's service agreement being stopped indicates if a service agreement may be created against the landlord's account. This is also correct. When a tenant's service agreement is stopped, a check box on the service agreement indicates whether a new service agreement should be created for the landlord's account, based on the landlord agreement's reversion rules.
The Oracle Utilities Customer to Meter Implementation Guide explains that landlord agreements are designed to automate service transitions in rental properties, reducing administrative overhead and ensuring that services remain active under the landlord's account

when a tenant vacates. The flexibility to define service- specific reversion terms (Statement B) and the use of a check box to trigger landlord account actions (Statement D) are key features that support this process.

The other statements are incorrect:

Statement A: Reversion terms are always applied to all types of service at a premise.This is incorrect, as reversion terms can be service-specific, as noted in Statement B.

Statement C: The Landlord Agreement Type defines the reversion terms for a landlord agreement.This is incorrect, as reversion terms are defined within the landlord agreement itself, not the Landlord Agreement Type, which specifies general characteristics.

Statement E: Reversion terms can be seasonal.This is incorrect, as the system does not support seasonal reversion terms; terms are typically static or service-specific.

Practical Example:A landlord owns a multi-unit building with electric and water services. The landlord agreement specifies that electricity reverts to the landlord's account immediately upon tenant departure, while water remains off until the landlord requests reactivation. When a tenant's electric service agreement is stopped, thesystem checks the Landlord Agreement check box and creates a new service agreement for the landlord's account, ensuring uninterrupted electricity billing.

The Oracle Utilities Customer to Meter User Guide underscores that landlord agreements streamline property management for utilities, particularly in high-turnover rental markets, by automating service reversion and reducing service interruptions.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Landlord Agreement Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Reversion and Landlord Agreements Oracle Utilities Customer to Meter User Guide, Section: Managing Landlord Agreements

NEW QUESTION # 52

Asset types define the attributes for assets and components of a certain type, including a variety of other information. Which two pieces of information may be included on asset types not considered as a class of components?

- A. List of types of asset activities that can be created for assets of this type
- B. List of location types where assets of this type can be located
- C. List of specifications that can be attached to assets of this type
- D. Whether or not assets of this type can have attached components
- E. List of types of components that can be attached to assets of this type

Answer: D,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter,asset typesdefine the characteristics and attributes of assets (e.g., meters, transformers) and their components. The Oracle Utilities Customer to Meter Configuration Guide explains that asset types not considered as a class of components (i.e., primary assets rather than sub- components) can include:

Statement A: "List of types of components that can be attached to assets of this type." This is correct, as asset types specify which component types (e.g., registers, communication modules) can be attached to the asset.

Statement C: "Whether or not assets of this type can have attached components." This is also correct, as the asset type configuration indicates whether the asset can support attached components.

The other statements are incorrect:

Statement B: The list of location types is typically associated with service points or premises, not asset types.

Statement D: Specifications are defined separately and linked to assets, not listed directly in the asset type configuration.

Statement E: Asset activities are managed through activity types and are not a direct attribute of asset types.

Thus, the correct answers areAandC, as they accurately reflect the configuration options for asset types.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Asset Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Asset Management

NEW QUESTION # 53

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