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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• Understanding Credit and Collections Capabilities: This section of the exam measures the skills of a Collections Officer and covers how the system uses automated processes to prompt debt recovery. It explains key concepts such as payment arrangements and pay plans, which help manage overdue balances.
Topic 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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 (Q18-Q23):

NEW QUESTION # 18
What always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed?

- A. Sidebar
- B. Application Toolbar
- C. Object Display Area
- D. Control Central
- E. Work List

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the Sidebar is the user interface element that always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed. The Oracle Utilities Customer to Meter User Guide describes the Sidebar as a persistent panel on the user interface that provides quick access to frequently used tools, such as search functions, recent items, alerts, and navigation menus. The Sidebar is designed to enhance user productivity by offering context- independent functionality that remains available across different screens and tasks.
The Sidebar's content is configurable to meet business needs, allowing users to access tools like global search, to-do lists, or system alerts without navigating away from the current object (e.g., an account or service point). It remains visible unless the user explicitly

minimizes it, ensuring constant accessibility.

The other options are incorrect for the following reasons:

Option A: Work List is a specific feature that displays tasks or to-do items but is not a persistent desktop element and is typically accessed through the Sidebar or other menus.

Option B: Application Toolbar provides navigation and action buttons but is not always visible across all pages and does not contain general tools or data.

Option C: Control Central is a specific dashboard for customer and account information, not a persistent element across all pages.

Option D: Object Display Area is the main area where object-specific data is shown, not a tool or data container that remains constant.

The Oracle Utilities Customer to Meter Configuration Guide notes that the Sidebar is a critical component of the user interface, designed to streamline workflows by providing consistent access to essential tools. For example, a user viewing an account in Control Central can use the Sidebar to search for another customer or view pending tasks without leaving the current screen.

Reference:

Oracle Utilities Customer to Meter User Guide, Section: User Interface Overview Oracle Utilities Customer to Meter Configuration Guide, Chapter: Desktop Configuration

NEW QUESTION # 19

A Landlord Agreement maintains a landlord's service reversion preferences. Which two statements are correct for landlord agreements?

- A. Different reversion terms can be defined for each type of service.
- B. Reversion terms are always applied to all types of service at a premise.
- C. The Landlord Agreement Type defines the reversion terms for a landlord agreement.
- D. Reversion terms can be seasonal.
- E. 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.

Answer: A,E

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, the system 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

NEW QUESTION # 20

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 with deductive meters, whereas consumptive measuring components are not.
- B. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.
- C. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.
- D. 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.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, measuring components are defined as points that capture and store measurement data, such as meter readings. Measuring components are categorized as either subtractive or consumptive, based on how usage is calculated. The Oracle Utilities Customer to Meter documentation clarifies that:
A subtractive measuring component calculates 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.
A consumptive measuring component calculates 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 B is 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 C is 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 D is 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 # 21

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

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, calculating a customer's usage for 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 a Usage Subscription must exist before a customer's usage can be calculated. The Usage Subscription is a record that links a service agreement to a Usage 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 # 22

The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.
Which two statements are true for transfer adjustments?

- A. A credit adjustment and debit adjustment for a transfer can be linked to separate approval profiles when using a single adjustment transaction.
- B. Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts.
- C. Each adjustment involved in the transfer can be created independently using a single adjustment transaction.
- D. The GL details for both adjustments can be posted to the GL together.
- E. Both adjustments are created together and frozen together.

Answer: B,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, atransfer adjustmentis a type of adjustment transaction used to move money between two service agreements, typically to correct billing errors or reallocate funds. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into the characteristics of transfer adjustments:

Statement A: "Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts." This is correct. The system restricts transfer adjustments to service agreements within the same account to maintain financial integrity and simplify reconciliation.

Transferring funds across accounts requires alternative mechanisms, such as payments or manual adjustments.

Statement C: "Both adjustmentis are created together and frozen together." This is also correct. A transfer adjustment involves a pair of adjustments-a debit adjustment to one service agreement and a credit adjustment to another. These are created as a single transaction to ensure balance and are frozen together to prevent partial processing, ensuring that the financial impact is consistent.

The other statements are incorrect:

Statement B: Each adjustment cannot be created independently using a single adjustment transaction, as transfer adjustments are inherently paired (debit and credit) and created together.

Statement D: The credit and debit adjustments in a transfer cannot be linked to separate approval profiles within a single transaction, as they are part of the same adjustment process with unified approval logic.

Statement E: While the General Ledger (GL) details for both adjustments are related, they are not necessarily posted together; the posting depends on the GL configuration and timing.

Practical Example:Suppose a customer has two service agreements under one account: one for electricity ($50 balance) and one for water ($0 balance). A billing error incorrectly charged $20 to the electricity agreement instead of the water agreement. A transfer adjustment is created, debiting $20 from the electricity agreement and crediting $20 to the water agreement. Both adjustments are created and frozen together, and the system ensures they are linked to the same account, updating the balances to $30 (electricity) and $20 (water).

The Oracle Utilities Customer to Meter Implementation Guide notes that transfer adjustments are a streamlined way to correct

financial allocations within an account, reducing the need for manual interventions and ensuring auditability through paired transactions.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Transactions and Transfers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Adjustments

NEW QUESTION # 23

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