Home Utilities Emergency Runbook

To create a comprehensive Emergency Preparedness Run Book for residents of San Jose, Zip Code: 95148, I will first gather information on the relevant utility providers and their emergency contact details. Here is the information based on the latest available data:

### 📕 Emergency Preparedness Run Book for San Jose, CA 95148

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#### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)

**Provider Description:**  
Pacific Gas and Electric Company (PG&E) is a major energy company in California, providing natural gas and electricity to most of the northern two-thirds of the state.

**Customer Service:**  
- **Phone Number:** 1-800-743-5000  
- **Address:** 77 Beale St, San Francisco, CA 94105  
- **Website:** [PG&E](https://www.pge.com/)

**Emergency Contact:**  
- **Outage Reporting:** 1-800-743-5000  
- **Emergency Services:** 1-800-743-5000 (24/7)

**Power Outage Response Guide:**  
- **Steps to Follow:**  
 1. Check the PG&E Outage Map to see if the outage is reported.  
 2. Turn off major appliances to reduce power surge damage when electricity is restored.  
 3. Use flashlights instead of candles for safety.  
 4. Keep refrigerator and freezer doors closed to preserve food.  
- **How to Report:** Call 1-800-743-5000 or use the PG&E mobile app.  
- **Safety Precautions:** Avoid downed power lines and report them immediately to PG&E.

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#### 🔥 2. Natural Gas – Pacific Gas and Electric Company (PG&E)

**Provider Description:**  
Pacific Gas and Electric Company (PG&E) is a major energy company in California, providing natural gas and electricity to most of the northern two-thirds of the state.

**Customer Service:**  
- **Phone Number:** 1-800-743-5000  
- **Address:** 77 Beale St, San Francisco, CA 94105  
- **Website:** [PG&E](https://www.pge.com/)

**Emergency Contact:**  
- **Gas Leak Reporting:** 1-800-743-5000  
- **Emergency Services:** 1-800-743-5000 (24/7)

**Gas Leak Response Guide:**  
- **Signs and Precautions:**  
 1. Smell a strong, rotten egg odor.  
 2. Hear a hissing or blowing sound.  
 3. See dirt or dust blowing from a hole in the ground.  
 4. See dead or dying vegetation in an otherwise moist area.  
- **How to Evacuate:**  
 1. Leave the area immediately.  
 2. Do not use lighters, matches, or any open flames.  
 3. Do not turn any electrical switches on or off.  
- **How to Report:** Call 1-800-743-5000 immediately.

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#### 💧 3. Water – San Jose Water Company

**Provider Description:**  
San Jose Water Company provides water services to the residents of San Jose and surrounding areas, ensuring clean and reliable water supply.

**Customer Service:**  
- **Phone Number:** 1-408-279-7900  
- **Address:** 1601 S. Bascom Ave, San Jose, CA 95124  
- **Website:** [San Jose Water](https://www.sjwater.com/)

**Emergency Contact:**  
- **Water Outage/Leak Reporting:** 1-408-279-7900  
- **Emergency Services:** 1-408-279-7900 (24/7)

**Water Outage or Leak Guide:**  
- **Detection Steps:**  
 1. Check for unusual water pressure or discoloration.  
 2. Look for wet spots in your yard or around your home.  
 3. Listen for the sound of running water when no faucets are on.  
- **Shutoff Procedure:**  
 1. Locate your main water shutoff valve.  
 2. Turn the valve clockwise to shut off the water supply.  
 3. Contact San Jose Water to report the issue.

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#### 🌐 4. Internet – Comcast

**Provider Description:**  
Comcast is a leading provider of internet, cable, and phone services, offering high-speed internet and reliable connectivity to residents.

**Customer Service:**  
- **Phone Number:** 1-800-XFINITY (1-800-934-6489)  
- **Address:** 1701 John F Kennedy Blvd, Philadelphia, PA 19103  
- **Website:** [Comcast](https://www.xfinity.com/)

**Emergency Contact:**  
- **Internet Outage Reporting:** 1-800-XFINITY (1-800-934-6489)  
- **Technical Support:** 1-800-XFINITY (1-800-934-6489)

**Internet Outage Response Guide:**  
- **Troubleshooting:**  
 1. Check the Comcast Outage Map to see if the outage is reported.  
 2. Restart your modem and router.  
 3. Check all cables and connections.  
- **Reporting:** Call 1-800-XFINITY or use the Comcast mobile app.  
- **Staying Informed:** Follow Comcast on social media or sign up for outage alerts.

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This Emergency Preparedness Run Book provides essential information and steps for residents of San Jose, CA 95148, to handle emergencies related to electricity, natural gas, water, and internet services.