Home Emergency Runbook

# <b>Emergency Manual for San Jose, CA 95148</b>  
  
---  
  
## ⚡ <b>Power Outages (Pacific Gas and Electric - PG&E):</b>  
  
- <b>Description of the Company and Services</b>: PG&E provides electricity and natural gas services to Northern and Central California, including San Jose.  
- <b>Customer Service Number</b>: (800) 743-5000  
- <b>Address</b>: 77 Beale St, San Francisco, CA 94105  
- <b>Official Website</b>: [www.pge.com](http://www.pge.com)  
- <b>What to Check</b>:  
 - Circuit breakers and fuses  
 - Power outage map on PG&E's website  
 - Neighborhood to see if the outage is localized  
- <b>What to Unplug</b>:  
 - Major appliances (refrigerator, washer, dryer, etc.)  
 - Electronics (TVs, computers, etc.)  
 - Unplug sensitive electronics to protect from power surges  
- <b>Where Flashlights or Backup Supplies Might Be Located</b>:  
 - Kitchen drawer  
 - Hallway closet  
 - Garage shelf  
  
---  
  
## 🔥 <b>Gas Leaks (Pacific Gas and Electric - PG&E):</b>  
  
- <b>Warning Signs</b>:  
 - Rotten egg smell  
 - Hissing or blowing sound near a gas line  
 - Dead or dying vegetation near a gas line  
- <b>Immediate Actions to Take</b>:  
 - Evacuate the house immediately  
 - Do not use any electrical switches, lighters, or matches  
 - Do not use your phone inside the house  
- <b>How to Shut Off the Gas</b>:  
 - Locate the gas shut-off valve near the gas meter  
 - Turn the valve 90 degrees using a wrench (clockwise to shut off)  
- <b>Emergency Contact</b>:  
 - PG&E: (800) 743-5000  
 - 911 for immediate danger  
  
---  
  
## 💧 <b>Water Leaks & Outages (San Jose Water):</b>  
  
- <b>Description of the Company and Services</b>: San Jose Water provides water and wastewater services to the San Jose area.  
- <b>Customer Service Number</b>: (408) 279-7900  
- <b>Address</b>: 1601 Almaden Road, San Jose, CA 95125  
- <b>Official Website</b>: [www.sjwater.com](http://www.sjwater.com)  
- <b>Emergency Contact Information for Water Outages and Leaks</b>: (408) 279-7900  
- <b>Step-by-Step Guide on What to Do During a Water Outage or Leak</b>:  
 1. Turn off the main water valve (usually located near the water meter)  
 2. Check for visible leaks in plumbing fixtures  
 3. Contact San Jose Water for further assistance  
- <b>Common Leak Points to Check</b>:  
 - Under sinks  
 - Around toilets  
 - Near water heaters  
 - Outdoor faucets and hoses  
- <b>Shut-Off Valve Location</b>: Near the water meter, usually in the basement or garage  
- <b>Water Company Emergency Line</b>: (408) 279-7900  
  
---  
  
## 🌐 <b>Internet Disruptions (Comcast):</b>  
  
- <b>How to Reboot Router/Modem</b>:  
 1. Unplug the power cord from the modem and router  
 2. Wait for 30 seconds  
 3. Plug the power cord back in  
 4. Wait for the lights to stabilize (about 2 minutes)  
- <b>What to Check First</b>:  
 - Ensure all cables are securely connected  
 - Check Comcast's outage map on their website  
 - Restart your devices  
- <b>Description of the Company and Services</b>: Comcast provides internet, cable, and phone services.  
- <b>Customer Service Number</b>: (800) 934-6489  
- <b>Address</b>: 1500 Market Street, Philadelphia, PA 19102  
- <b>Official Website</b>: [www.comcast.com](http://www.comcast.com)  
- <b>Emergency Contact Information for Internet Outages</b>: (800) 934-6489  
- <b>Step-by-Step Guide on What to Do During an Internet Outage</b>:  
 1. Check the Comcast outage map  
 2. Reboot your modem and router  
 3. Ensure all cables are securely connected  
 4. Contact Comcast customer service if the issue persists  
  
---  
  
## 📬 <b>Mail Handling:</b>  
  
- <b>Mailbox Location & Key Access</b>:  
 - Mailbox is located at the end of the driveway  
 - Key is kept in the kitchen drawer  
- <b>Pickup Schedule</b>:  
 - Mail is delivered daily except Sundays and holidays  
- <b>What to Do with Mail and Packages if Resident is Away</b>:  
 - Hold mail at the post office  
 - Notify neighbors to collect packages  
 - Contact the post office to arrange for package pickup  
  
---  
  
## 🗑️ <b>Garbage Disposal:</b>  
  
- <b>Indoor Trash Process</b>:  
 - Kitchen Bin: Empty into the outdoor bin daily  
 - Bathroom Bin: Empty into the outdoor bin weekly  
 - Trash Bags: Located under the kitchen sink  
- <b>Outdoor Bin Instructions and Schedule</b>:  
 - Place bins at the curb by 7 AM on Tuesdays  
 - Ensure bins are closed and secure  
 - Return bins to the designated area after pickup  
- <b>Recycling and Composting Notes</b>:  
 - Recycling: Place in the designated recycling bin  
 - Composting: Use the compost bin for organic waste  
- <b>What to Do in Case of Missed Pickup</b>:  
 - Contact Waste Are Us at (489) 888-1116  
 - Follow instructions provided by the waste management company  
- <b>Waste Management Contact Info</b>:  
 - Name: Waste Are Us  
 - Phone: (489) 888-1116  
 - When to Call: Missed pickups  
  
---  
  
This manual is designed to provide clear, calm, and step-by-step guidance for handling various emergencies in the household. Always prioritize safety and follow the instructions carefully.