Home Emergency Runbook for Caretakers and Guests

### 📕 Emergency Run Book for San Jose, Zip Code: 95148  
  
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### 🧰 Emergency Kit Summary  
  
<b>Kit Inventory:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Non-perishable food and bottled water  
- Medications and personal hygiene items  
- Important documents (insurance, identification)  
- Dust masks (for air filtration)  
- Dog food  
  
⚠️ <b>Missing Kit Items (consider adding):</b>  
- Battery-powered or hand-crank radio  
- Whistle (for signaling)  
- Local maps and contact lists  
  
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### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)  
  
<b>Provider Description:</b>  
Pacific Gas and Electric Company (PG&E) is a major utility company that provides electricity and natural gas to customers in Northern California, including San Jose.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale St, San Francisco, CA 94105  
- <b>Website:</b> [PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Outage Reporting:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Power Outage Response Guide:</b>  
- <b>Steps to follow:</b>  
 1. Check the PG&E outage map to see if others in your area are affected.  
 2. Turn off all major appliances to reduce power surge damage when electricity is restored.  
 3. Keep refrigerator and freezer doors closed to preserve food.  
 4. Use flashlights instead of candles to avoid fire hazards.  
- <b>How to report:</b>  
 Call 1-800-743-5000 or report online through the PG&E website.  
- <b>Safety precautions:</b>  
 Avoid using generators indoors and keep them at least 20 feet away from windows and doors.  
 <b>Recommended Kit Items:</b>  
 - Flashlights and extra batteries  
 - Portable charger for phones  
 - Battery-powered or hand-crank radio  
  
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### 🔥 2. Natural Gas – Pacific Gas and Electric Company (PG&E)  
  
<b>Provider Description:</b>  
Pacific Gas and Electric Company (PG&E) provides natural gas services to residential and commercial customers in Northern California.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale St, San Francisco, CA 94105  
- <b>Website:</b> [PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Gas Leak Reporting:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and precautions:</b>  
 1. Smell a rotten egg odor.  
 2. Hear a hissing or blowing sound.  
 3. See dirt blowing or bubbling near a gas line.  
 4. See a damaged gas line or connection.  
- <b>How to evacuate:</b>  
 1. Leave the area immediately.  
 2. Do not use any open flames, including lighters and matches.  
 3. Do not use any electrical switches or appliances.  
- <b>How to report:</b>  
 Call 1-800-743-5000 immediately.  
 <b>Recommended Kit Items:</b>  
 - Gas leak detector  
 - First aid kit  
 - Dust masks  
  
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### 💧 3. Water – San Jose Water Company  
  
<b>Provider Description:</b>  
San Jose Water Company provides water services to residential and commercial customers in the San Jose area.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-408-279-7900  
- <b>Address:</b> 1600 Beryl Court, San Jose, CA 95112  
- <b>Website:</b> [San Jose Water Official Website](https://www.sjwater.com/)  
  
<b>Emergency Contact:</b>  
- <b>Water Outage Reporting:</b> 1-408-279-7900  
- <b>Emergency Services:</b> 1-408-279-7900  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 1. Check for low water pressure or no water.  
 2. Look for wet spots in your yard or basement.  
 3. Listen for unusual sounds like hissing or bubbling.  
- <b>Shutoff procedure:</b>  
 1. Locate your main water shutoff valve.  
 2. Turn the valve clockwise to shut off the water.  
 3. Call San Jose Water to report the issue.  
 <b>Recommended Kit Items:</b>  
 - Bottled water  
 - Water purification tablets  
 - Buckets and containers for water collection  
  
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### 🌐 4. Internet – Comcast  
  
<b>Provider Description:</b>  
Comcast provides internet, cable, and phone services to residential and commercial customers in the San Jose area.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Address:</b> 1701 John F. Kennedy Blvd, Philadelphia, PA 19103  
- <b>Website:</b> [Comcast Official Website](https://www.xfinity.com/)  
  
<b>Emergency Contact:</b>  
- <b>Outage Reporting:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Emergency Services:</b> 1-800-XFINITY (1-800-934-6489)  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 1. Check if the issue is with your modem or router.  
 2. Restart your modem and router.  
 3. Check for any local outages on the Comcast website.  
- <b>Reporting:</b>  
 Call 1-800-XFINITY (1-800-934-6489) or report online through the Comcast website.  
- <b>Staying informed:</b>  
 Follow Comcast on social media for updates.  
 <b>Recommended Kit Items:</b>  
 - Battery-powered or hand-crank radio  
 - Portable charger for phones  
 - Local maps and contact lists  
  
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This guide is designed to help residents of San Jose, Zip Code 95148, prepare for and respond to various emergencies. Keep this run book handy and ensure your emergency kit is well-stocked and easily accessible.  
  
### 📕 Mail Handling and Waste Management Instructions  
  
#### 📬 Mail Handling Instructions  
  
- <b>Mailbox Location</b>: At the beginning of the driveway on the right side facing the garage  
- <b>Mailbox Key Info</b>: Hanging on the hook next to the fridge  
- <b>Pick-Up Schedule</b>: Every other day but Sunday  
- <b>Mail Sorting Instructions</b>: Place the mail on the dining room table  
- <b>Delivery Packages</b>: Place the packages in the coat closet by the kitchen  
  
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#### 🗑️ Trash & Recycling Instructions  
  
<b>Indoor Trash</b>  
  
- <b>Kitchen Trash</b>:  
 - Location: Under the sink  
 - Empty: When full or the night before trash pickup day (Monday)  
 - Replacement Bags: Under the sink next to the bins  
  
- <b>Bathroom Trash</b>:  
 - Empty: When full or the night before trash day  
 - Replacement Bags: Under the sink  
  
- <b>Other Rooms Trash</b>:  
 - Empty: When full or the night before trash day  
 - Replacement Bags: Under the bathroom sink  
  
<b>Outdoor Bins</b>  
  
- <b>Description</b>: Outdoor trash bins have a black body and either a black or yellow lid  
- <b>Location</b>: In the front of the garage  
- <b>Instructions</b>: Put the outdoor bins out on Monday night. They go to the right-hand side of the garage.  
  
<b>Collection Schedule</b>  
  
- <b>Garbage Pickup</b>: Tuesday, Morning  
- <b>Recycling Pickup</b>: Tuesday, Morning  
  
<b>Composting</b>  
  
- <b>Compost Instructions</b>: Put food waste in the black bin with a yellow top. There is a compost container under the sink.  
  
<b>Waste Management Contact</b>  
  
- <b>Company Name</b>: Waste Pro  
- <b>Phone</b>: (408) 353-3331  
- <b>Contact</b>: Missed Pickups