Home Emergency Runbook for Cartakers and Guests

### 🧰 Emergency Kit Summary  
  
<b>Kit Inventory:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Non-perishable food and bottled water  
- Dust masks (for air filtration)  
- Important documents (insurance, identification)  
- Medications and personal hygiene items  
  
<b>Emergency Kit Location:</b> The emergency kit is a work in progress and will be located at the bottom of the stairs.  
  
<b>⚠️ Consider adding the following items to your emergency kit:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Non-perishable food and bottled water  
- Dust masks (for air filtration)  
- Important documents (insurance, identification)  
- Medications and personal hygiene items  
  
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### 📕 Emergency Run Book  
  
#### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)  
  
<b>Provider Description:</b>  
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.  
  
<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> [www.pge.com](https://www.pge.com)  
- <b>Emergency Contact:</b> 1-800-743-5000  
  
<b>Power Outage Response Guide:</b>  
- <b>Steps to follow:</b>  
 1. Check if the outage is widespread by visiting the PG&E outage map.  
 2. Turn off major appliances to reduce power surge when electricity is restored.  
 3. Use flashlights instead of candles to prevent fire hazards.  
 4. Keep refrigerator and freezer doors closed to preserve food.  
- <b>How to report:</b> Call 1-800-743-5000 or report online at [PG&E Outage Center](https://www.pge.com/en\_US/residential/outages/outage-center.html).  
- <b>Safety precautions:</b>  
 - Avoid using generators indoors.  
 - Do not use gas stoves or ovens for heating.  
 - Keep a safe distance from downed power lines.  
  
<b>Recommended Kit Items:</b>  
- Flashlights and extra batteries  
- Portable charger for mobile devices  
- Battery-operated radio  
- Non-perishable food and bottled water  
  
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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) is a major energy company in California, providing natural gas and electricity to most of the northern two-thirds of the state.  
  
<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> [www.pge.com](https://www.pge.com)  
- <b>Emergency Contact:</b> 1-800-743-5000  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and precautions:</b>  
 - Smell of rotten eggs (added to natural gas for detection).  
 - Hissing or blowing sounds near gas appliances.  
 - Dead or dying vegetation near gas lines.  
- <b>How to evacuate:</b>  
 1. Leave the area immediately.  
 2. Do not use lighters, matches, or any open flames.  
 3. Do not use electrical switches or appliances.  
- <b>How to report:</b> Call 1-800-743-5000 or 911 from a safe location.  
  
<b>Recommended Kit Items:</b>  
- Flashlights and extra batteries  
- Portable charger for mobile devices  
- Battery-operated radio  
- First aid kit  
  
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#### 💧 3. Water – San Jose Water Company  
  
<b>Provider Description:</b>  
San Jose Water Company provides water service to approximately 1 million people in the greater San Jose area.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 408-279-7900  
- <b>Address:</b> 1600 Beryl Court, San Jose, CA 95112  
- <b>Website:</b> [www.sjwater.com](https://www.sjwater.com)  
- <b>Emergency Contact:</b> 408-279-7900  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 1. Check for unusual sounds or wet spots.  
 2. Look for increased water bills or meter readings.  
 3. Inspect pipes and fixtures for leaks.  
- <b>Shutoff procedure:</b>  
 1. Locate the main water shutoff valve.  
 2. Turn the valve clockwise to shut off water.  
 3. Notify San Jose Water Company immediately.  
  
<b>Recommended Kit Items:</b>  
- Bottled water  
- Water purification tablets  
- Non-perishable food  
- First aid kit  
  
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#### 🌐 4. Internet – Comcast  
  
<b>Provider Description:</b>  
Comcast is a major telecommunications company providing internet, cable, and phone services to residential and business customers.  
  
<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> [www.xfinity.com](https://www.xfinity.com)  
- <b>Emergency Contact:</b> 1-800-XFINITY (1-800-934-6489)  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 1. Check for local outages on the Comcast outage map.  
 2. Restart your modem and router.  
 3. Check all cables and connections.  
- <b>Reporting:</b>  
 - Call 1-800-XFINITY (1-800-934-6489) or report online at [Comcast Outage Center](https://www.xfinity.com/support/outages/).  
- <b>Staying informed:</b>  
 - Use a mobile device for updates.  
 - Keep a battery-operated radio for news and updates.  
  
<b>Recommended Kit Items:</b>  
- Portable charger for mobile devices  
- Battery-operated radio  
- Flashlights and extra batteries  
- Non-perishable food and bottled water  
  
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### 🚨 Emergency Contact Information  
  
- <b>Police:</b> San Jose Police Department  
 - <b>Phone Number:</b> 911 (Emergency) or 408-277-8900 (Non-Emergency)  
 - <b>Address:</b> 201 W Mission St, San Jose, CA 95110  
 - <b>Website:</b> [www.sjpd.org](https://www.sjpd.org)  
  
- <b>Fire Department:</b> San Jose Fire Department  
 - <b>Phone Number:</b> 911 (Emergency) or 408  
  
### 📕 Mail Handling and Waste Management Instructions  
  
#### 📬 Mail Handling Instructions  
  
- <b>Mailbox Location</b>: at the end of the driveway  
- <b>Mailbox Key Info</b>: hanging on a hook by the fridge  
- <b>Pick-Up Schedule</b>: Every other day  
- <b>Mail Sorting Instructions</b>: Place on the dining room table  
- <b>Delivery Packages</b>: Place packages in the living room  
  
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#### 🗑️ Trash & Recycling Instructions  
  
<b>Indoor Trash</b>  
  
- <b>Kitchen Trash</b>: Bin is located under the kitchen sink. Empty when full. Bags are next to the bin. They are labeled kitchen bags.  
- <b>Bathroom Trash</b>: Empty before Trash day. Bags are under the sink.  
- <b>Other Rooms Trash</b>: Empty before Trash day. Bags are under the sinks of each bathroom.  
  
<b>Outdoor Bins</b>  
  
- <b>Bins Description</b>: Green with lid  
- <b>Location</b>: Next to side gate  
- <b>Instructions</b>: Place the bins outside before trash day and pick them up in the evening from trash day.  
  
<b>Collection Schedule</b>  
  
- <b>Garbage Pickup</b>: Tuesday, Morning  
- <b>Recycling Pickup</b>: Tuesday, Morning  
  
<b>Composting</b>  
  
- <b>Compost Instructions</b>: Dump in yellow bin  
  
<b>Waste Management Contact</b>  
  
- <b>Company Name</b>: Waste R Us  
- <b>Phone</b>: (408) 888-1826  
- <b>Contact</b>: Missed pickups