Home Emergency Runbook with Bonus Level

### 📕 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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### 📞 Utility Providers Contact Information  
  
#### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)  
- <b>Provider Description:</b> PG&E is a major energy company that provides electricity and natural gas to customers in Northern and Central California.  
- <b>Customer Service Phone Number:</b> 1-800-743-5000  
- <b>Customer Service Address:</b> 77 Beale Street, San Francisco, CA 94105  
- <b>Official Website:</b> [www.pge.com](https://www.pge.com)  
- <b>Emergency Contact Number:</b> 1-800-743-5000  
- <b>Steps to Report Issues:</b>  
 - Call the emergency contact number.  
 - Provide your location and details of the issue.  
 - Follow any instructions given by the operator.  
  
<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 all major appliances to reduce power surge when electricity is restored.  
 3. Use flashlights instead of candles to prevent fire hazards.  
- <b>How to Report:</b>  
 - Call 1-800-743-5000.  
 - Use the PG&E mobile app to report and track outages.  
- <b>Safety Precautions:</b>  
 - Avoid using generators indoors.  
 - Keep freezers and refrigerators closed to preserve food.  
- <b>Recommended Kit Items:</b>  
 - Flashlights and extra batteries  
 - Portable charger for mobile devices  
  
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#### 🔥 2. Natural Gas – Pacific Gas and Electric Company (PG&E)  
- <b>Provider Description:</b> PG&E is a major energy company that provides electricity and natural gas to customers in Northern and Central California.  
- <b>Customer Service Phone Number:</b> 1-800-743-5000  
- <b>Customer Service Address:</b> 77 Beale Street, San Francisco, CA 94105  
- <b>Official Website:</b> [www.pge.com](https://www.pge.com)  
- <b>Emergency Contact Number:</b> 1-800-743-5000  
- <b>Steps to Report Issues:</b>  
 - Call the emergency contact number.  
 - Provide your location and details of the issue.  
 - Follow any instructions given by the operator.  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and Precautions:</b>  
 - Smell of rotten eggs.  
 - Hissing or blowing sound.  
 - Dirt or dust blowing from a hole in the ground.  
- <b>How to Evacuate:</b>  
 1. Leave the area immediately.  
 2. Do not use any open flames or electrical devices.  
 3. Evacuate the area and call the emergency contact number from a safe location.  
- <b>How to Report:</b>  
 - Call 1-800-743-5000.  
 - Use the PG&E mobile app to report and track issues.  
- <b>Recommended Kit Items:</b>  
 - Dust masks (for air filtration)  
 - 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 the San Jose area, ensuring clean and reliable water supply.  
- <b>Customer Service Phone Number:</b> 1-408-279-7900  
- <b>Customer Service Address:</b> 1601 North First Street, San Jose, CA 95112  
- <b>Official Website:</b> [www.sjwater.com](https://www.sjwater.com)  
- <b>Emergency Contact Number:</b> 1-408-279-7900  
- <b>Steps to Report Issues:</b>  
 - Call the emergency contact number.  
 - Provide your location and details of the issue.  
 - Follow any instructions given by the operator.  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection Steps:</b>  
 1. Check for low water pressure or discoloration.  
 2. Look for wet spots or unusual water flow.  
 3. Listen for unusual sounds like dripping or hissing.  
- <b>Shutoff Procedure:</b>  
 1. Locate the main water shutoff valve.  
 2. Turn the valve clockwise to shut off the water supply.  
 3. Call the emergency contact number to report the issue.  
- <b>Recommended Kit Items:</b>  
 - Bottled water  
 - Water purification tablets  
  
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#### 🌐 4. Internet – Comcast  
- <b>Provider Description:</b> Comcast provides internet, cable, and phone services to residential and business customers.  
- <b>Customer Service Phone Number:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Customer Service Address:</b> 1500 Market Street, Philadelphia, PA 19102  
- <b>Official Website:</b> [www.xfinity.com](https://www.xfinity.com)  
- <b>Emergency Contact Number:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Steps to Report Issues:</b>  
 - Call the emergency contact number.  
 - Provide your account details and describe the issue.  
 - Follow any troubleshooting steps provided by the operator.  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 1. Check if the issue is with your device by connecting to another network.  
 2. Restart your modem and router.  
 3. Check for any service alerts on the Comcast website.  
- <b>Reporting:</b>  
 - Call 1-800-XFINITY (1-800-934-6489).  
 - Use the Comcast mobile app to report and track issues.  
- <b>Staying Informed:</b>  
 - Follow Comcast on social media for updates.  
 - Sign up for text alerts from Comcast.  
- <b>Recommended Kit Items:</b>  
 - Battery-powered or hand-crank radio  
 - Local maps and contact lists  
  
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This run book provides essential information and guidelines for residents of San Jose, Zip Code 95148, to be prepared for various emergencies. Keep this guide handy and ensure your emergency kit is well-stocked and easily accessible.  
  
### Home Rules & Preferences  
- <b>Shoes</b>: Please take shoes off when you enter the home.  
 - If entering from the front door, place them in the shoe area behind the door.  
 - If entering from the garage, place them in the bottom of the stairs.  
  
### Entertainment & Technology  
- <b>TV Usage</b>: Turn on the TV and select Roku. Roku applications support Netflix and Hulu.  
- <b>Device Charging</b>:  
 - In the living room, besides the side table on the couch armrest, there are cell phone and tablet chargers.  
 - Electrical outlets are throughout the house and available for connecting plugs for larger devices such as laptops and multi-prong chargers.