Home Emergency Runbook

### 🧰 Emergency Kit Summary  
  
<b>Kit Inventory:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Important documents (insurance, identification)  
- Medications and personal hygiene items  
- Non-perishable food and bottled water  
- Dust masks (for air filtration)  
  
<b>⚠️ Consider adding the following items to your emergency kit:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Important documents (insurance, identification)  
- Medications and personal hygiene items  
- Non-perishable food and bottled water  
- Dust masks (for air filtration)  
  
<b>Emergency Kit Location:</b> The Emergency kit is a work in progress and will be located in the garage back corner.  
  
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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 that provides natural gas and electricity to most of the northern and central parts 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> [PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Power Outage:</b> 1-800-743-5000  
- <b>Emergency:</b> 1-800-743-5000  
  
<b>Power Outage Response Guide:</b>  
- <b>Steps to follow:</b>  
 1. Check if the outage is affecting your neighborhood.  
 2. Turn off major appliances to reduce power surge damage when electricity is restored.  
 3. Use flashlights instead of candles to prevent fire hazards.  
- <b>How to report:</b> Call 1-800-743-5000 or report online at the PG&E website.  
- <b>Safety precautions:</b>  
 - Keep freezers and refrigerators closed.  
 - Use generators safely, following manufacturer instructions.  
 - Avoid using gas ovens or stoves for heating.  
  
<b>Recommended Kit Items:</b>  
- Flashlights and extra batteries  
- Portable charger for mobile devices  
- Battery-powered or hand-crank 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 that provides natural gas and electricity to most of the northern and central parts 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> [PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Gas Leak:</b> 1-800-743-5000  
- <b>Emergency:</b> 1-800-743-5000  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and precautions:</b>  
 - Smell of rotten eggs.  
 - Hissing or blowing sound.  
 - Dirt blowing or bubbling near a gas line.  
- <b>How to evacuate:</b>  
 - Do not use lighters or matches.  
 - Do not turn electrical switches on or off.  
 - Leave the area immediately.  
- <b>How to report:</b> Call 1-800-743-5000 or report online at the PG&E website.  
  
<b>Recommended Kit Items:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Important documents (insurance, identification)  
- Medications and personal hygiene items  
  
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#### 💧 3. Water – San Jose Water Company  
  
<b>Provider Description:</b>  
San Jose Water Company provides water service to approximately one million people in the greater San Jose area.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-408-279-7900  
- <b>Address:</b> 1601 Almaden Road, San Jose, CA 95125  
  
<b>Website:</b> [San Jose Water Official Website](https://www.sjwater.com/)  
  
<b>Emergency Contact:</b>  
- <b>Water Outage or Leak:</b> 1-408-279-7900  
- <b>Emergency:</b> 1-408-279-7900  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 - Check for unusual water pressure or discoloration.  
 - Look for wet spots in the yard or basement.  
- <b>Shutoff procedure:</b>  
 - Locate the main water shutoff valve.  
 - Turn the valve clockwise to shut off the water supply.  
  
<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 that provides internet, cable, and phone services to residential and business customers.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 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>Internet Outage:</b> 1-800-934-6489  
- <b>Emergency:</b> 1-800-934-6489  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 - Check for outages in your area on the Comcast website.  
 - Restart your modem and router.  
 - Ensure all cables are securely connected.  
- <b>Reporting:</b>  
 - Call 1-800-934-6489 or report online at the Comcast website.  
- <b>Staying informed:</b>  
 - Use a mobile device with a different carrier for updates.  
 - Keep a list of important contacts and numbers.  
  
<b>Recommended Kit Items:</b>  
- Portable charger for mobile devices  
- Battery-powered or hand-crank radio  
- Non-perishable food and bottled water  
  
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### Emergency Contacts  
  
- <b>Police:</b> 911 or (408) 277-8200 (non-emergency)  
- <b>Fire Department:</b> 911 or (408) 277-8900 (non-emergency)  
- <b>Hospital:</b> Good Samaritan Hospital - (408) 536-5000  
- <b>Poison Control:</b> 1-800-222-1222  
  
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This run book provides essential information and steps to follow in case of emergencies related to electricity, natural gas, water, and internet services