Home Emergency Runbook With Emergency Kit Summary

To create a comprehensive Emergency Preparedness Run Book for residents of San Jose, Zip Code: 95148, I will gather the necessary information for each utility/service provider. Below is the structured information based on the available data.

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### 🧰 Emergency Kit Summary

**Kit Inventory:**  
- 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)

⚠️ **Missing Kit Items (consider adding):**  
- Battery-powered or hand-crank radio  
- Whistle (for signaling)  
- Local maps and contact lists

**Additional User-Added Items:**  
- Dog food

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### 📕 Emergency Run Book

#### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)

**Provider Description:**  
Pacific Gas and Electric Company (PG&E) is a major energy company in California, providing natural gas and electricity to approximately 16 million people in Northern and Central California.

**Customer Service:**  
- Phone Number: 1-800-743-5000  
- Address: 245 Market Street, San Francisco, CA 94105

**Website:**  
[PG&E Official Website](https://www.pge.com/)

**Emergency Contact:**  
- Power Outage: 1-800-743-5000

**Power Outage Response Guide:**  
- **Steps to follow:**  
 1. Stay calm and check if the outage is limited to your home or affects the entire neighborhood.  
 2. Turn off major appliances to reduce power surge damage when electricity is restored.  
 3. Use flashlights instead of candles to avoid fire hazards.  
- **How to report:**  
 Call 1-800-743-5000 to report the outage.  
- **Safety precautions:**  
 Avoid using elevators, and be cautious of downed power lines.  
- **Recommended Kit Items:**  
 - Flashlights and extra batteries  
 - Portable charger for mobile devices

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#### 🔥 2. Natural Gas – Pacific Gas and Electric Company (PG&E)

**Provider Description:**  
Pacific Gas and Electric Company (PG&E) is a major energy company in California, providing natural gas and electricity to approximately 16 million people in Northern and Central California.

**Customer Service:**  
- Phone Number: 1-800-743-5000  
- Address: 245 Market Street, San Francisco, CA 94105

**Website:**  
[PG&E Official Website](https://www.pge.com/)

**Emergency Contact:**  
- Gas Leak: 1-800-743-5000

**Gas Leak Response Guide:**  
- **Signs and precautions:**  
 1. If you smell gas, hear a hissing or blowing sound, or see a white cloud, dirt blowing, or water bubbling near a gas line, evacuate immediately.  
 2. Do not use lighters, matches, or any open flames.  
- **How to evacuate:**  
 Leave the area immediately and call 911 from a safe location.  
- **How to report:**  
 Call 1-800-743-5000 to report the gas leak.  
- **Recommended Kit Items:**  
 - Gas leak detector  
 - Emergency contact list

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#### 💧 3. Water – San Jose Water Company

**Provider Description:**  
San Jose Water Company is a water utility serving the San Jose area, providing high-quality water to residential and commercial customers.

**Customer Service:**  
- Phone Number: 408-279-7900  
- Address: 1601 Almaden Road, San Jose, CA 95125

**Website:**  
[San Jose Water Official Website](https://www.sjwater.com/)

**Emergency Contact:**  
- Water Outage or Leak: 408-279-7900

**Water Outage or Leak Guide:**  
- **Detection steps:**  
 1. Check if the water outage is limited to your home or affects the entire neighborhood.  
 2. Look for signs of leaks, such as wet spots in the yard or unusual sounds.  
- **Shutoff procedure:**  
 1. Locate your main water shutoff valve and turn it off.  
 2. Contact a plumber if necessary.  
- **Recommended Kit Items:**  
 - Bottled water  
 - Water purification tablets

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#### 🌐 4. Internet – Comcast

**Provider Description:**  
Comcast is a major telecommunications company providing internet, cable, and phone services to residential and business customers.

**Customer Service:**  
- Phone Number: 1-800-COMCAST (1-800-266-2278)  
- Address: 1701 John F. Kennedy Blvd, Philadelphia, PA 19103

**Website:**  
[Comcast Official Website](https://www.xfinity.com/)

**Emergency Contact:**  
- Internet Outage: 1-800-COMCAST (1-800-266-2278)

**Internet Outage Response Guide:**  
- **Troubleshooting:**  
 1. Check if the outage is limited to your home or affects the entire neighborhood.  
 2. Restart your modem and router.  
- **Reporting:**  
 Call 1-800-COMCAST (1-800-266-2278) to report the outage.  
- **Staying informed:**  
 Use a mobile device or another internet source to stay updated.  
- **Recommended Kit Items:**  
 - Portable Wi-Fi hotspot  
 - Backup power source for devices

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This Emergency Preparedness Run Book provides essential information and steps to follow in case of emergencies related to electricity, natural gas, water, and internet services in San Jose, Zip Code: 95148.