Home Utilities Emergency Runbook

Sure, here is the Emergency Preparedness Run Book for San Jose, CA, 95148:

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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 electricity and natural gas to millions of customers. They are committed to delivering safe, reliable, and affordable energy services.

**Customer Service:**  
- Phone Number: 1-800-743-5000  
- Address: 77 Beale St, San Francisco, CA 94105

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

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

**Power Outage Response Guide:**  
- **Steps to follow:**  
 - Check if the outage is affecting your neighborhood by visiting the PG&E outage map.  
 - Turn off major appliances to reduce power surge when electricity is restored.  
 - Use flashlights instead of candles to prevent fire hazards.  
 - Keep refrigerator and freezer doors closed to preserve food.  
- **How to report:** Call 1-800-743-5000 or use the PG&E mobile app to report an outage.  
- **Safety precautions:** Stay away from downed power lines and report them immediately to PG&E.

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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 electricity and natural gas to millions of customers. They are committed to delivering safe, reliable, and affordable energy services.

**Customer Service:**  
- Phone Number: 1-800-743-5000  
- Address: 77 Beale St, San Francisco, CA 94105

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

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

**Gas Leak Response Guide:**  
- **Signs and precautions:**  
 - Smell of rotten eggs (mercaptan added to natural gas).  
 - Hissing or blowing sound near a gas appliance or pipe.  
 - Dead or dying vegetation near a gas line.  
- **How to evacuate:**  
 - Leave the area immediately.  
 - Do not use lighters, matches, or any open flame.  
 - Do not turn electrical switches on or off.  
- **How to report:** Call 1-800-743-5000 immediately to report a gas leak.

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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 clean and reliable water to residential and commercial customers. They are dedicated to water conservation and sustainability.

**Customer Service:**  
- Phone Number: 408-279-7900  
- Address: 1601 S De Anza Blvd, San Jose, CA 95129

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

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

**Water Outage or Leak Guide:**  
- **Detection steps:**  
 - Check for wet spots in your yard or inside your home.  
 - Listen for the sound of running water when no faucets are on.  
 - Monitor your water bill for unusually high usage.  
- **Shutoff procedure:**  
 - Locate your main water shutoff valve (usually near the water meter).  
 - Turn the valve clockwise to shut off the water supply.  
 - Contact San Jose Water to report the issue.

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#### 🌐 4. Internet – Comcast

**Provider Description:**  
Comcast is a leading provider of internet, cable, and home security services. They offer high-speed internet with reliable connectivity and a range of plans to suit different needs.

**Customer Service:**  
- Phone Number: 1-800-XFINITY (1-800-934-6489)  
- Address: 1701 John F Kennedy Blvd, Philadelphia, PA 19103

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

**Emergency Contact:**  
- Internet Outage: 1-800-XFINITY (1-800-934-6489)  
- Emergency: 1-800-XFINITY (1-800-934-6489)

**Internet Outage Response Guide:**  
- **Troubleshooting:**  
 - Check if the outage is affecting your neighborhood by visiting the Comcast outage map.  
 - Restart your modem and router.  
 - Check all cables and connections.  
- **Reporting:**  
 - Call 1-800-XFINITY (1-800-934-6489) or use the Comcast mobile app to report an outage.  
- **Staying informed:**  
 - Follow Comcast on social media for updates.  
 - Sign up for outage alerts via email or text.

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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 in San Jose, CA, 95148. Stay safe and prepared!