Home Utilities Emergency Runbook

### 📕 Emergency Preparedness Run Book for San Jose, CA 95148  
  
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#### ⚡ 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>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Power Outage:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Steps to Report Issues:</b>  
1. Call the emergency contact number.  
2. Provide your address and details of the issue.  
3. 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 prevent damage from power surges.  
 3. Use flashlights instead of candles for safety.  
 4. Keep refrigerator doors closed to preserve food.  
- <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 away from downed power lines.  
  
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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>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Gas Leak:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Steps to Report Issues:</b>  
1. Call the emergency contact number.  
2. Provide your address and details of the issue.  
3. Follow any instructions given by the operator.  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and Precautions:</b>  
 - Smell of rotten eggs.  
 - Hissing or whistling sounds near gas lines.  
 - Dead or dying vegetation near gas lines.  
- <b>How to Evacuate:</b>  
 - Leave the area immediately.  
 - Do not use lighters, matches, or any open flames.  
 - Do not turn any electrical switches on or off.  
- <b>How to Report:</b>  
 - Call 1-800-743-5000.  
 - Use the PG&E mobile app to report and track issues.  
  
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#### 💧 3. Water – San Jose Water Company  
  
<b>Provider Description:</b>  
San Jose Water Company provides water services to the residents of San Jose and surrounding areas, ensuring clean and reliable water supply.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-587-6900  
- <b>Address:</b> 1601 S. Bascom Ave, San Jose, CA 95124  
  
<b>Website:</b>  
[San Jose Water Official Website](https://www.sjwater.com/)  
  
<b>Emergency Contact:</b>  
- <b>Water Outage/Leak:</b> 1-800-587-6900  
- <b>Emergency Services:</b> 1-800-587-6900  
  
<b>Steps to Report Issues:</b>  
1. Call the emergency contact number.  
2. Provide your address and details of the issue.  
3. Follow any instructions given by the operator.  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection Steps:</b>  
 - Check for unusual water pressure.  
 - Look for wet spots in the yard or basement.  
 - Listen for running water when no faucets are on.  
- <b>Shutoff Procedure:</b>  
 - Locate the main water shutoff valve.  
 - Turn the valve clockwise to shut off the water.  
 - Call the emergency contact number to report the issue.  
  
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#### 🌐 4. Internet – Comcast  
  
<b>Provider Description:</b>  
Comcast is a major telecommunications company providing internet, cable, and phone services to millions of customers across the United States.  
  
<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>  
[Comcast Official Website](https://www.xfinity.com/)  
  
<b>Emergency Contact:</b>  
- <b>Internet Outage:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Emergency Services:</b> 1-800-XFINITY (1-800-934-6489)  
  
<b>Steps to Report Issues:</b>  
1. Call the emergency contact number.  
2. Provide your account details and describe the issue.  
3. Follow any troubleshooting steps provided by the operator.  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 - Check if the issue is with your device or the network.  
 - Restart your modem and router.  
 - 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 outages.  
- <b>Staying Informed:</b>  
 - Follow Comcast on social media for updates.  
 - Sign up for email or text alerts from Comcast.  
  
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### Emergency Preparedness Kit  
  
Ensure you have the following items in your emergency kit:  
  
- <b>Flashlights</b> and extra batteries  
- <b>First Aid Kit</b>  
- <b>Water</b> (one gallon per person per day for at least three days)  
- <b>Non-perishable food</b> (at least a three-day supply)  
- <b>Manual can opener</b>  
- <b>Portable, crank, or solar-powered radio</b>  
- <b>Whistle</b> to signal for help  
- <b>Moist towelettes, garbage bags, and plastic ties</b> for personal sanitation  
- <b>Wrench or pliers</b> to turn off utilities  
- <b>Local maps</b>  
- <b>Prescription medications</b> and important documents  
- <b>Cash</b> (ATMs and credit card machines may not work during power outages)