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 Street, San Francisco, CA 94105  
  
<b>Website:</b>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Outage Reporting:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Power Outage Response Guide:</b>  
- <b>Steps to follow:</b>  
 1. Check the PG&E Outage Map to see if the outage is reported.  
 2. Turn off major appliances to reduce power surge when electricity is restored.  
 3. Keep refrigerator and freezer doors closed to preserve food.  
 4. Use flashlights instead of candles to prevent fire hazards.  
- <b>How to report:</b> Call 1-800-743-5000 or use the PG&E mobile app.  
- <b>Safety precautions:</b>  
 - Avoid using generators indoors.  
 - Do not use gas stoves or ovens for heating.  
 - Keep a supply of non-perishable food and 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) provides natural gas services to residential, commercial, and industrial customers in Northern and Central California.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale Street, San Francisco, CA 94105  
  
<b>Website:</b>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Gas Leak Reporting:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and precautions:</b>  
 - Smell of rotten eggs or sulfur.  
 - Hissing or blowing sounds near a gas line.  
 - Dead or dying vegetation near a gas line.  
- <b>How to evacuate:</b>  
 1. Leave the area immediately.  
 2. Do not use lighters, matches, or any open flames.  
 3. Do not use electrical switches or appliances.  
- <b>How to report:</b> Call 1-800-743-5000 immediately.  
  
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#### 💧 3. Water – San Jose Water Company  
  
<b>Provider Description:</b>  
San Jose Water Company provides water services to over one million people in the San Jose area, ensuring a reliable supply of clean water.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 408-279-7900  
- <b>Address:</b> 1601 S. Bascom Ave., San Jose, CA 95104  
  
<b>Website:</b>  
[San Jose Water Official Website](https://www.sjwater.com/)  
  
<b>Emergency Contact:</b>  
- <b>Water Outage Reporting:</b> 408-279-7900  
- <b>Emergency Services:</b> 408-279-7900  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 1. Check for unusual sounds of water running.  
 2. Look for wet spots or water damage.  
 3. Monitor your water bill for unexpected increases.  
- <b>Shutoff procedure:</b>  
 1. Locate your main water shutoff valve.  
 2. Turn the valve clockwise to shut off the water supply.  
 3. Contact San Jose Water to report the issue.  
  
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#### 🌐 4. Internet – Comcast  
  
<b>Provider Description:</b>  
Comcast provides internet, cable, and phone services to residential and business customers, offering high-speed internet and reliable connectivity.  
  
<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>Outage Reporting:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Emergency Services:</b> 1-800-XFINITY (1-800-934-6489)  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 1. Check the Comcast Outage Map to see if the outage is reported.  
 2. Restart your modem and router.  
 3. Check all cables and connections.  
- <b>Reporting:</b> Call 1-800-XFINITY (1-800-934-6489) or use the Comcast mobile app.  
- <b>Staying informed:</b> Follow Comcast on social media or sign up for outage alerts.  
  
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### Emergency Kit Checklist  
  
- <b>Water:</b> One gallon per person per day for at least three days.  
- <b>Food:</b> At least a three-day supply of non-perishable food.  
- <b>Flashlight:</b> With extra batteries.  
- <b>First Aid Kit:</b> Include bandages, antiseptic wipes, and any necessary medications.  
- <b>Radio:</b> Battery-powered or hand-crank radio.  
- <b>Whistle:</b> To signal for help.  
- <b>Important Documents:</b> In a waterproof container (insurance policies, IDs, bank account records).  
- <b>Cash:</b> In small denominations.  
- <b>Special Items:</b> For babies, elderly, or disabled family members.  
- <b>Pet Supplies:</b> Food, water, leash, and any necessary medications.  
- <b>Tool Kit:</b> Basic tools for minor repairs.  
- <b>Sanitation Supplies:</b> Moist towelettes, garbage bags, and plastic ties.  
- <b>Clothing:</b> Change of clothes and sturdy shoes.  
- <b>Bedding:</b> Warm blankets or sleeping bags.  
- <b>Fire Extinguisher:</b> For small fires.  
- <b>Matches:</b> In a waterproof container.  
- <b>Map:</b> Of the local area.  
- <b>⚠️ Emergency Contact List:</b> With phone numbers of family, friends, and important services.  
  
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### Emergency Contact Information  
  
- <b>Local Police:</b> 911  
- <b>Local Fire Department:</b> 911  
- <b>Local Hospital:</b> Good Samaritan Hospital - 408-559-2000  
- <i></i>Poison Control