Home Utilities Emergency Runbook

### 📕 Emergency Preparedness Run Book for San Jose, CA 95148

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#### ⚡ 1. Electricity – San Jose Clean Energy  
- **Provider Description:** San Jose Clean Energy (SJCE) is a community choice energy program that provides clean, renewable energy to residents and businesses in San Jose. SJCE offers a variety of energy plans to help reduce carbon emissions and promote sustainability.  
- **Customer Service Phone Number:** (408) 515-3700  
- **Customer Service Address:** 150 W Santa Clara St, San Jose, CA 95113  
- **Official Website:** [San Jose Clean Energy](https://www.sanjosecleanenergy.org)  
- **Emergency Contact Numbers:** (408) 515-3700 (for outages and service disruptions)  
- **Steps to Report Issues:**  
 1. Call the customer service number.  
 2. Provide your account number and address.  
 3. Describe the issue in detail.  
 4. Follow any additional instructions provided by the customer service representative.

**Power Outage Response Guide:**  
- **Steps to Follow:**  
 1. Check if the outage is affecting your neighborhood by visiting the SJCE outage map.  
 2. Turn off all major appliances to prevent power surge damage when electricity is restored.  
 3. Use flashlights instead of candles to avoid fire hazards.  
 4. Keep refrigerator and freezer doors closed to preserve food.  
- **How to Report:**  
 1. Call the emergency contact number.  
 2. Provide your account number and address.  
 3. Describe the outage details.  
- **Safety Precautions:**  
 1. Avoid using generators indoors.  
 2. Do not use gas stoves or ovens for heating.  
 3. Keep a first aid kit and emergency supplies handy.

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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 that provides natural gas and electricity to customers in Northern and Central California. PG&E is committed to delivering safe, reliable, and affordable energy services.  
- **Customer Service Phone Number:** (800) 743-5000  
- **Customer Service Address:** 77 Beale St, San Francisco, CA 94105  
- **Official Website:** [PG&E](https://www.pge.com)  
- **Emergency Contact Numbers:** (800) 743-5000 (for gas leaks and service disruptions)  
- **Steps to Report Issues:**  
 1. Call the emergency contact number.  
 2. Provide your account number and address.  
 3. Describe the issue in detail.  
 4. Follow any additional instructions provided by the customer service representative.

**Gas Leak Response Guide:**  
- **Signs and Precautions:**  
 1. Smell of rotten eggs or sulfur.  
 2. Hissing or whistling sounds near gas lines.  
 3. Dead or dying vegetation near gas lines.  
- **How to Evacuate:**  
 1. Leave the area immediately.  
 2. Do not use lighters, matches, or any open flames.  
 3. Do not use electrical switches or appliances.  
- **How to Report:**  
 1. Call the emergency contact number.  
 2. Provide your account number and address.  
 3. Describe the leak details.

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#### 💧 3. Water – San Jose Water Company  
- **Provider Description:** San Jose Water Company is a privately-owned water utility that provides water services to residents and businesses in San Jose and surrounding areas. The company is committed to delivering high-quality water and reliable service.  
- **Customer Service Phone Number:** (408) 279-7900  
- **Customer Service Address:** 1601 S De Anza Blvd, San Jose, CA 95129  
- **Official Website:** [San Jose Water](https://www.sjwater.com)  
- **Emergency Contact Numbers:** (408) 279-7900 (for water leaks and service disruptions)  
- **Steps to Report Issues:**  
 1. Call the emergency contact number.  
 2. Provide your account number and address.  
 3. Describe the issue in detail.  
 4. Follow any additional instructions provided by the customer service representative.

**Water Outage or Leak Guide:**  
- **Detection Steps:**  
 1. Check for unusual water pressure or discoloration.  
 2. Look for wet spots or standing water in your yard.  
 3. Listen for hissing or gurgling sounds near water lines.  
- **Shutoff Procedure:**  
 1. Locate the main water shutoff valve.  
 2. Turn the valve clockwise to shut off the water.  
 3. Call the emergency contact number to report the issue.

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#### 🌐 4. Internet – Comcast  
- **Provider Description:** Comcast is a major telecommunications company that provides internet, cable, and phone services to customers across the United States. Comcast offers a variety of internet plans to meet the needs of residential and business customers.  
- **Customer Service Phone Number:** (800) 934-6489  
- **Customer Service Address:** 1500 Market St, Philadelphia, PA 19102  
- **Official Website:** [Comcast](https://www.xfinity.com)  
- **Emergency Contact Numbers:** (800) 934-6489 (for internet outages and service disruptions)  
- **Steps to Report Issues:**  
 1. Call the customer service number.  
 2. Provide your account number and address.  
 3. Describe the issue in detail.  
 4. Follow any additional instructions provided by the customer service representative.

**Internet Outage Response Guide:**  
- **Troubleshooting:**  
 1. Check if the outage is affecting your neighborhood by visiting the Comcast outage map.  
 2. Restart your modem and router.  
 3. Check all cables and connections.  
- **Reporting:**  
 1. Call the emergency contact number.  
 2. Provide your account number and address.  
 3. Describe the outage details.  
- **Staying Informed:**  
 1. Follow Comcast on social media for updates.  
 2. Sign up for text alerts from Comcast.  
 3. Check the Comcast website for outage information.

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⚠️ **Missing Kit Items:**  
- Ensure you have a fully stocked emergency kit with flashlights, batteries, a first aid kit, and non-perishable food items.  
- Keep important documents and contact information in a safe and easily accessible location.