Home Utilities Emergency Runbook

# City of San Jose (Zip Code: 95148) Emergency Run Book  
  
This emergency run book is designed to guide residents of San Jose, specifically in the 95148 zip code, through various utility and service disruptions. It includes detailed steps for handling power outages, gas leaks, water leaks/outages, and internet service disruptions.  
  
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## 1. Electricity (Pacific Gas and Electric Company - PG&E)  
  
### Description of the Company and Services  
Pacific Gas and Electric Company (PG&E) provides electricity and natural gas services to the San Jose area. They are responsible for maintaining the electrical grid and ensuring reliable power supply.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-743-5000  
- <b>Address:</b> 245 Market Street, San Francisco, CA 94105  
- <b>Official Website:</b> [PG&E Official Website](https://www.pge.com/)  
  
### Emergency Contact Information  
- <b>Power Outages:</b> 1-800-743-5000  
- <b>Gas Leaks:</b> 1-800-743-5000  
  
### Step-by-Step Guide for Power Outages  
1. <b>Stay Calm and Safe:</b>  
 - Turn off all electrical appliances and unplug sensitive electronics to prevent damage from power surges.  
 - Use flashlights instead of candles to avoid fire hazards.  
 - Keep refrigerator and freezer doors closed to preserve food.  
  
2. <b>Report the Outage:</b>  
 - Call PG&E at 1-800-743-5000 or report it online at [PG&E Outage Center](https://www.pge.com/en\_US/residential/outages/outage-center.page).  
 - Provide your address and any relevant details about the outage.  
  
3. <b>Stay Informed:</b>  
 - Sign up for PG&E's outage alerts via text, email, or phone at [PG&E Alerts](https://www.pge.com/en\_US/residential/outages/outage-center/outage-alerts.page).  
 - Follow PG&E on social media for real-time updates.  
  
4. <b>Prepare for Extended Outages:</b>  
 - Have an emergency kit ready with non-perishable food, water, and essential supplies.  
 - Consider using a portable generator, but follow safety guidelines to avoid carbon monoxide poisoning.  
  
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## 2. Natural Gas (Pacific Gas and Electric Company - PG&E)  
  
### Description of the Company and Services  
PG&E also provides natural gas services, ensuring a reliable supply of gas for heating, cooking, and other household needs.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-743-5000  
- <b>Address:</b> 245 Market Street, San Francisco, CA 94105  
- <b>Official Website:</b> [PG&E Official Website](https://www.pge.com/)  
  
### Emergency Contact Information  
- <b>Gas Leaks:</b> 1-800-743-5000  
  
### Step-by-Step Guide for Gas Leaks  
1. <b>Stay Calm and Safe:</b>  
 - Do not use any open flames, including lighters or matches.  
 - Do not turn any electrical switches on or off.  
 - Evacuate the area immediately.  
  
2. <b>Report the Leak:</b>  
 - Call PG&E at 1-800-743-5000 from a safe location.  
 - Provide your address and any relevant details about the leak.  
  
3. <b>Wait for Assistance:</b>  
 - Do not re-enter the area until PG&E has confirmed it is safe.  
 - Follow any additional instructions provided by PG&E.  
  
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## 3. Water (San Jose Water)  
  
### Description of the Company and Services  
San Jose Water provides water services to the San Jose area, ensuring a reliable supply of clean water for drinking, cooking, and other household needs.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-408-279-7900  
- <b>Address:</b> 1600 Beryl Court, San Jose, CA 95133  
- <b>Official Website:</b> [San Jose Water Official Website](https://www.sjwater.com/)  
  
### Emergency Contact Information  
- <b>Water Outages/Leaks:</b> 1-408-279-7900  
  
### Step-by-Step Guide for Water Outages/Leaks  
1. <b>Stay Calm and Safe:</b>  
 - Turn off all water faucets and appliances to prevent flooding.  
 - If you suspect a leak, turn off the main water valve.  
  
2. <b>Report the Issue:</b>  
 - Call San Jose Water at 1-408-279-7900 or report it online at [San Jose Water Customer Service](https://www.sjwater.com/customer-service).  
 - Provide your address and any relevant details about the outage or leak.  
  
3. <b>Stay Informed:</b>  
 - Sign up for San Jose Water's outage alerts via text, email, or phone.  
 - Follow San Jose Water on social media for real-time updates.  
  
4. <b>Prepare for Extended Outages:</b>  
 - Have an emergency kit ready with bottled water and essential supplies.  
 - Consider using water from other sources, such as neighbors or community water stations.  
  
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## 4. Internet (Comcast)  
  
### Description of the Company and Services  
Comcast provides internet services to the San Jose area, offering high-speed internet for residential and business use.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-934-6489  
- <b>Address:</b> 1701 John F. Kennedy Blvd, Philadelphia, PA 19103  
- <b>Official Website:</b> [Comcast Official Website](https://www.xfinity.com/)  
  
### Emergency Contact Information  
- <b>Internet Outages:</b> 1-800-934-6489  
  
### Step-by-Step Guide for Internet Outages  
1. <b>Check Your Equipment:</b>  
 - Ensure that your modem and router are properly connected and powered on.  
 - Restart your modem and router by unplugging them, waiting 30 seconds, and then plugging them back in.  
  
2. <b>Report the Outage:</b>  
 - Call Comcast at 1-800-934-6489 or report it online at [Comcast Outage Center](https://www.xfinity.com/support/internet/outages/).  
 - Provide your address and any relevant details about the outage.  
  
3. <b>Stay Informed:</b>  
 - Sign up for Comcast's outage alerts via text, email, or phone.  
 - Follow Comcast on social media for real-time updates.  
  
4. <b>Prepare for Extended Outages:</b>  
 - Have a backup internet source, such as a mobile hotspot, ready.  
 - Use public Wi-Fi locations, such as libraries or coffee shops, if necessary.  
  
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