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 dealing with 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, including the 95148 zip code.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale 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 (24/7)  
  
### Step-by-Step Guide for Power Outages  
  
1. <b>Stay Calm and Safe:</b>  
 - Turn off all major appliances and electronics to prevent damage from power surges.  
 - Use flashlights instead of candles to avoid fire hazards.  
  
2. <b>Check the Circuit Breaker:</b>  
 - Ensure the outage is not due to a tripped circuit breaker in your home.  
  
3. <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 additional details about the outage.  
  
4. <b>Stay Informed:</b>  
 - Follow PG&E on social media or sign up for outage alerts via text or email.  
 - Check the [PG&E Outage Map](https://www.pge.com/en\_US/residential/outages/outage-center/outage-map.page) for updates.  
  
5. <b>Prepare for Extended Outages:</b>  
 - Have an emergency kit ready with water, non-perishable food, and a first aid kit.  
 - Consider using a generator safely, following manufacturer instructions.  
  
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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 to the San Jose area, including the 95148 zip code.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale 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 (24/7)  
  
### 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 use any electrical devices, including light switches or phones.  
  
2. <b>Evacuate the Area:</b>  
 - Leave the building immediately and move to a safe location.  
 - Do not return to the building until it has been deemed safe by a professional.  
  
3. <b>Report the Leak:</b>  
 - Call PG&E at 1-800-743-5000 from a safe location.  
 - Provide your address and any additional details about the leak.  
  
4. <b>Wait for Professional Assistance:</b>  
 - Do not attempt to fix the leak yourself.  
 - Follow the instructions provided by PG&E or emergency services.  
  
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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, including the 95148 zip code.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-408-279-7900  
- <b>Address:</b> 1601 North First Street, San Jose, CA 95112  
- <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 (24/7)  
  
### Step-by-Step Guide for Water Outages or Leaks  
  
1. <b>Stay Calm and Safe:</b>  
 - Turn off the main water valve to your home if you suspect a leak.  
 - Avoid using water until the issue is resolved.  
  
2. <b>Check for Visible Leaks:</b>  
 - Inspect your property for any visible signs of water leaks.  
 - Look for wet spots, water pooling, or unusual sounds.  
  
3. <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/).  
 - Provide your address and any additional details about the outage or leak.  
  
4. <b>Stay Informed:</b>  
 - Follow San Jose Water on social media or sign up for outage alerts.  
 - Check the [San Jose Water Outage Map](https://www.sjwater.com/) for updates.  
  
5. <b>Prepare for Extended Outages:</b>  
 - Have an emergency kit ready with bottled water and non-perishable food.  
 - Consider using water conservation methods to minimize impact.  
  
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## 4. Internet (Comcast)  
  
### Description of the Company and Services  
Comcast provides internet services to the San Jose area, including the 95148 zip code.  
  
### 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 plugging them back in.  
  
2. <b>Check for Local Outages:</b>  
 - Visit the [Comcast Outage Map](https://www.xfinity.com/support/articles/outage-center) to see if there are any reported outages in your area.  
 - Follow Comcast on social media for real-time updates.  
  
3. <b>Report the Outage:</b>  
 - Call Comcast at 1-8