Home Utilities Emergency Runbook

# San Jose, CA 95148 Emergency Run Book  
  
This comprehensive guide will help residents of San Jose, CA 95148 navigate through power outages, gas leaks, water leaks/outages, and internet service disruptions. Below are detailed steps and contact information for each utility and service provider.  
  
## 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 Northern and Central California, including San Jose.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale St, 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>Check the Outage Map:</b> Visit the [PG&E Outage Map](https://www.pge.com/outages) to see if your area is affected.  
2. <b>Report the Outage:</b> Call 1-800-743-5000 or use the [PG&E Outage Center](https://www.pge.com/outages) to report the outage.  
3. <b>Safety Precautions:</b>  
 - Turn off major appliances to reduce power surge when electricity is restored.  
 - Use flashlights instead of candles to avoid fire hazards.  
 - Keep refrigerator and freezer doors closed to preserve food.  
4. <b>Stay Informed:</b> Follow PG&E on social media for updates and safety tips.  
  
## 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 same regions as their electricity services.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale St, 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>Evacuate the Area:</b> If you smell gas, leave the area immediately.  
2. <b>Do Not Use Open Flames:</b> Avoid using lighters, matches, or any open flames.  
3. <b>Do Not Use Electrical Devices:</b> Avoid using phones, switches, or any electrical devices that could cause a spark.  
4. <b>Report the Leak:</b> Call PG&E at 1-800-743-5000 from a safe location.  
5. <b>Wait for PG&E:</b> Do not return to the area until PG&E has inspected and deemed it safe.  
  
## 3. Water (San Jose Water)  
  
### Description of the Company and Services  
San Jose Water provides water services to the residents of San Jose, including the 95148 zip code.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 408-279-7900  
- <b>Address:</b> 1601 Almaden Road, San Jose, CA 95125  
- <b>Official Website:</b> [San Jose Water Official Website](https://www.sjwater.com/)  
  
### Emergency Contact Information  
- <b>Water Outages and Leaks:</b> 408-279-7900  
  
### Step-by-Step Guide for Water Outages or Leaks  
1. <b>Check for Leaks:</b> Look for signs of water leakage around your property.  
2. <b>Turn Off Water:</b> If you find a leak, turn off the main water valve.  
3. <b>Report the Issue:</b> Call San Jose Water at 408-279-7900 to report the outage or leak.  
4. <b>Conserve Water:</b> Use water sparingly until the issue is resolved.  
5. <b>Stay Informed:</b> Follow San Jose Water on social media for updates and safety tips.  
  
## 4. Internet (Comcast)  
  
### Description of the Company and Services  
Comcast provides internet, cable, and phone services to residents of San Jose, including the 95148 zip code.  
  
### Customer Service Information  
- <b>Customer Service Number:</b> 1-800-COMCAST (1-800-266-2278)  
- <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-COMCAST (1-800-266-2278)  
  
### Step-by-Step Guide for Internet Outages  
1. <b>Check the Outage Map:</b> Visit the [Comcast Outage Map](https://www.xfinity.com/support/articles/outage-map) to see if your area is affected.  
2. <b>Restart Your Modem:</b> Unplug the modem, wait for 30 seconds, and plug it back in.  
3. <b>Check Connections:</b> Ensure all cables are securely connected.  
4. <b>Report the Outage:</b> Call 1-800-COMCAST (1-800-266-2278) or use the [Comcast Outage Center](https://www.xfinity.com/support/articles/outage-map) to report the outage.  
5. <b>Stay Informed:</b> Follow Comcast on social media for updates and troubleshooting tips.  
  
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This run book is designed to help you navigate through various emergencies effectively. Always prioritize safety and follow the guidelines provided by the respective service providers.