Home Utilities Emergency Runbook

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

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#### ⚡ 1. Electricity – Silicon Valley Power

* <b>Provider Description:</b> Silicon Valley Power is a municipally-owned electric utility serving the city of Santa Clara, including parts of San Jose. They provide reliable and affordable electricity to the community.
* <b>Customer Service Phone Number:</b> (408) 615-4770
* <b>Customer Service Address:</b> 1500 Warburton Ave, Santa Clara, CA 95050
* <b>Official Website:</b> <a href='https://www.siliconvalleypower.com/'>Silicon Valley Power</a>
* <b>Emergency Contact Numbers:</b> (408) 615-4770 (for outages and service disruptions)
* <b>Steps to report issues:</b>  
   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 representative.

**Power Outage Response Guide:**

* <b>Steps to follow:</b>  
   1. Check if the outage is widespread by visiting the Silicon Valley Power outage map.  
   2. Turn off major appliances to reduce 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.
* <b>How to report:</b> Call (408) 615-4770 or report online through the Silicon Valley Power website.
* <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 – PG&E (Pacific Gas and Electric Company)

* <b>Provider Description:</b> PG&E is a major energy company that provides natural gas and electricity to customers in Northern and Central California, including San Jose.
* <b>Customer Service Phone Number:</b> (800) 743-5000
* <b>Customer Service Address:</b> 77 Beale St, San Francisco, CA 94105
* <b>Official Website:</b> <a href='https://www.pge.com/'>PG&E</a>
* <b>Emergency Contact Numbers:</b> (800) 743-5000 (for leaks and service disruptions)
* <b>Steps to report issues:</b>  
   1. Call the emergency number immediately.  
   2. Provide your address and describe the issue.  
   3. Follow any safety instructions provided by the representative.

**Gas Leak Response Guide:**

* <b>Signs and precautions:</b>  
   - Smell of rotten eggs.  
   - Hissing or whistling sounds near gas lines.  
   - Dead or dying vegetation near gas lines.
* <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 (800) 743-5000 immediately.

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#### 💧 3. Water – San Jose Water Company

* <b>Provider Description:</b> San Jose Water Company provides water service to the city of San Jose and surrounding areas, ensuring a reliable supply of clean water to residents and businesses.
* <b>Customer Service Phone Number:</b> (408) 268-1400
* <b>Customer Service Address:</b> 1601 S. Bascom Ave, San Jose, CA 95104
* <b>Official Website:</b> <a href='https://www.sjwater.com/'>San Jose Water</a>
* <b>Emergency Contact Numbers:</b> (408) 268-1400 (for outages and leaks)
* <b>Steps to report issues:</b>  
   1. Call the customer service number.  
   2. Provide your address and describe the issue.  
   3. Follow any additional instructions provided by the representative.

**Water Outage or Leak Guide:**

* <b>Detection steps:</b>  
   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.
* <b>Shutoff procedure:</b>  
   1. Locate your main water shutoff valve.  
   2. Turn the valve clockwise to shut off the water supply.  
   3. Notify San Jose Water immediately.

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#### 🌐 4. Internet – Comcast

* <b>Provider Description:</b> Comcast is a leading provider of high-speed internet, cable television, and phone services, serving millions of customers across the United States, including San Jose.
* <b>Customer Service Phone Number:</b> (800) 934-6489
* <b>Customer Service Address:</b> 1500 Market St, Philadelphia, PA 19102
* <b>Official Website:</b> <a href='https://www.xfinity.com/'>Comcast</a>
* <b>Emergency Contact Numbers:</b> (800) 934-6489 (for outages and service disruptions)
* <b>Steps to report issues:</b>  
   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 representative.

**Internet Outage Response Guide:**

* <b>Troubleshooting:</b>  
   1. Check if the outage is widespread by visiting the Comcast outage map.  
   2. Restart your modem and router.  
   3. Check all cables and connections.
* <b>Reporting:</b> Call (800) 934-6489 or report online through the Comcast website.
* <b>Staying informed:</b> Sign up for Comcast alerts and notifications.

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⚠️ **Emergency Kit Checklist:**

* Flashlights and extra batteries
* First aid kit
* Non-perishable food and water
* Portable charger for mobile devices
* Important documents (ID, insurance, etc.)
* Cash and coins
* Medications and medical supplies
* Emergency contact list
* Whistle or other signaling device
* Warm clothing and blankets

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This run book is designed to help residents of San Jose, CA 95148, prepare for and respond to various emergencies. Keep this guide handy and review it regularly to ensure you are always prepared.