Home Utilities Emergency Runbook

### 📕 Emergency Preparedness Run Book for San Jose, CA 95148  
  
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#### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)  
  
<b>Provider Description:</b>  
Pacific Gas and Electric Company (PG&E) is a major energy company in California, providing natural gas and electricity to most of the northern two-thirds of the state.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale Street, San Francisco, CA 94105  
  
<b>Website:</b>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Power Outage:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Power Outage Response Guide:</b>  
- <b>Steps to follow:</b>  
 1. Check if the outage is affecting your neighborhood by visiting the PG&E Outage Map.  
 2. Turn off and unplug major appliances to reduce power surge 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 1-800-743-5000.  
 - Use the PG&E Mobile App to report outages.  
- <b>Safety precautions:</b>  
 - Avoid using generators indoors.  
 - Keep away from downed power lines.  
 - Use battery-operated devices for lighting.  
  
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#### 🔥 2. Natural Gas – Pacific Gas and Electric Company (PG&E)  
  
<b>Provider Description:</b>  
Pacific Gas and Electric Company (PG&E) is a major energy company in California, providing natural gas and electricity to most of the northern two-thirds of the state.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 77 Beale Street, San Francisco, CA 94105  
  
<b>Website:</b>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Gas Leak:</b> 1-800-743-5000  
- <b>Emergency Services:</b> 1-800-743-5000  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and precautions:</b>  
 - Smell of rotten eggs.  
 - Hissing or whistling sounds near gas lines.  
 - Dead or discolored vegetation near gas lines.  
- <b>How to evacuate:</b>  
 1. Do not use lighters or matches.  
 2. Do not turn electrical switches on or off.  
 3. Leave the area immediately.  
 4. Call 911 from a safe location.  
- <b>How to report:</b>  
 - Call 1-800-743-5000.  
 - Use the PG&E Mobile App to report leaks.  
  
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#### 💧 3. Water – San Jose Water Company  
  
<b>Provider Description:</b>  
San Jose Water Company is a water utility company that provides water service to the city of San Jose and surrounding areas.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 408-279-7900  
- <b>Address:</b> 1601 S. Bascom Avenue, San Jose, CA 95124  
  
<b>Website:</b>  
[San Jose Water Official Website](https://www.sjwater.com/)  
  
<b>Emergency Contact:</b>  
- <b>Water Outage/Leak:</b> 408-279-7900  
- <b>Emergency Services:</b> 408-279-7900  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 1. Check for unusual sounds or wet spots.  
 2. Look for water meter readings that are higher than usual.  
 3. Inspect pipes and fixtures for leaks.  
- <b>Shutoff procedure:</b>  
 1. Locate the main water shutoff valve.  
 2. Turn the valve clockwise to shut off the water.  
 3. Contact San Jose Water to report the issue.  
  
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#### 🌐 4. Internet – Comcast  
  
<b>Provider Description:</b>  
Comcast is a major telecommunications company that provides internet, cable, and phone services to residential and business customers.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Address:</b> 1701 John F. Kennedy Blvd, Philadelphia, PA 19103  
  
<b>Website:</b>  
[Comcast Official Website](https://www.xfinity.com/)  
  
<b>Emergency Contact:</b>  
- <b>Internet Outage:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Technical Support:</b> 1-800-XFINITY (1-800-934-6489)  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 1. Check if the issue is with your modem or router by unplugging and replugging them.  
 2. Ensure all cables are securely connected.  
 3. Restart your devices.  
- <b>Reporting:</b>  
 - Call 1-800-XFINITY (1-800-934-6489).  
 - Use the Xfinity My Account app to report issues.  
- <b>Staying informed:</b>  
 - Follow Comcast on social media for updates.  
 - Sign up for text alerts from Comcast.  
  
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⚠️ <b>Emergency Kit Checklist:</b>  
- 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 prescriptions  
- Emergency contact list  
  
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<b>Additional Tips:</b>  
- Keep your emergency kit in an easily accessible location.  
- Regularly update your emergency kit with fresh supplies.  
- Stay informed about local emergency alerts and weather updates.  
- Have a family emergency plan and communication strategy in place.  
  
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This guide is designed to help residents of San Jose, CA 95148 prepare for and respond to various emergencies. Stay safe and be prepared!