Comprehensive Housekeeping Runbook

### 🧰 Emergency Kit Summary  
  
<b>Kit Inventory:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Non-perishable food and bottled water  
- Dust masks (for air filtration)  
- Important documents (insurance, identification)  
- Medications and personal hygiene items  
  
<b>Emergency kit is a work in progress and will be located at the bottom of the stairs.</b>  
  
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### 📕 Emergency Run Book  
  
#### ⚡ 1. Electricity – Pacific Gas and Electric Company (PG&E)  
  
- <b>Provider Description:</b> PG&E is a major energy company in California, providing natural gas and electricity to approximately 16 million people in Northern and Central California.  
- <b>Customer Service Phone Number:</b> 1-800-743-5000  
- <b>Customer Service Address:</b> 77 Beale St, San Francisco, CA 94105  
- <b>Official Website:</b> [www.pge.com](https://www.pge.com)  
- <b>Emergency Contact Numbers:</b>  
 - Power Outage: 1-800-743-5000  
 - Downed Power Lines: 1-800-743-5000  
  
<b>Power Outage Response Guide:</b>  
- <b>Steps to follow:</b>  
 1. Stay calm and check if the outage is limited to your home or if it affects your neighborhood.  
 2. Turn off major appliances to reduce power surge when electricity is restored.  
 3. Use flashlights instead of candles to avoid fire hazards.  
- <b>How to report:</b> Call 1-800-743-5000 or report online at [PG&E Outage Center](https://www.pge.com/en\_US/residential/outages/outage-center.page).  
- <b>Safety precautions:</b>  
 - Avoid using generators indoors.  
 - Keep freezers and refrigerators closed to preserve food.  
 - Unplug sensitive electronics to protect from power surges.  
- <b>Recommended Kit Items:</b>  
 - Flashlights and extra batteries  
 - Portable charger for mobile devices  
 - Non-perishable food and bottled water  
 - First aid kit  
  
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#### 🔥 2. Natural Gas – Pacific Gas and Electric Company (PG&E)  
  
- <b>Provider Description:</b> PG&E is a major energy company in California, providing natural gas and electricity to approximately 16 million people in Northern and Central California.  
- <b>Customer Service Phone Number:</b> 1-800-743-5000  
- <b>Customer Service Address:</b> 77 Beale St, San Francisco, CA 94105  
- <b>Official Website:</b> [www.pge.com](https://www.pge.com)  
- <b>Emergency Contact Numbers:</b>  
 - Gas Leak: 1-800-743-5000  
  
<b>Gas Leak Response Guide:</b>  
- <b>Signs and precautions:</b>  
 1. Smell of rotten eggs (mercaptan added to natural gas).  
 2. Hissing or blowing sound near a gas appliance or pipe.  
 3. Dead or dying vegetation near a gas line.  
- <b>How to evacuate:</b>  
 1. Leave the area immediately.  
 2. Do not use lighters, matches, or any open flame.  
 3. Do not use electrical switches or appliances.  
- <b>How to report:</b> Call 1-800-743-5000 immediately.  
- <b>Recommended Kit Items:</b>  
 - Dust masks (for air filtration)  
 - First aid kit  
 - Bottled water  
  
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#### 💧 3. Water – San Jose Water Company  
  
- <b>Provider Description:</b> San Jose Water Company provides water service to approximately one million people in the greater San Jose area.  
- <b>Customer Service Phone Number:</b> 1-408-279-7900  
- <b>Customer Service Address:</b> 1601 North First Street, San Jose, CA 95112  
- <b>Official Website:</b> [www.sjwater.com](https://www.sjwater.com)  
- <b>Emergency Contact Numbers:</b>  
 - Water Outage: 1-408-279-7900  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 1. Check if water is coming out of faucets.  
 2. Look for wet spots or pooling water around your property.  
 3. Listen for unusual sounds like hissing or dripping.  
- <b>Shutoff procedure:</b>  
 1. Locate the main water shutoff valve (usually near the water meter).  
 2. Turn the valve clockwise to shut off the water supply.  
- <b>Recommended Kit Items:</b>  
 - Bottled water  
 - Water purification tablets  
 - Non-perishable food  
 - First aid kit  
  
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#### 🌐 4. Internet – Comcast  
  
- <b>Provider Description:</b> Comcast is a major telecommunications company providing internet, cable, and phone services to residential and business customers.  
- <b>Customer Service Phone Number:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Customer Service Address:</b> 1701 John F. Kennedy Blvd, Philadelphia, PA 19103  
- <b>Official Website:</b> [www.xfinity.com](https://www.xfinity.com)  
- <b>Emergency Contact Numbers:</b>  
 - Internet Outage: 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.  
 2. Restart your modem and router.  
 3. Check for any service alerts on the Comcast website.  
- <b>Reporting:</b>  
 1. Call 1-800-XFINITY (1-800-934-6489).  
 2. Report the outage online at [Comcast Outage Center](https://www.xfinity.com/support/internet/troubleshooting/).  
- <b>Staying informed:</b>  
 1. Use a mobile device to check for updates.  
 2. Keep a list of important phone numbers handy.  
- <b>Recommended Kit Items:</b>  
 - Portable charger for mobile devices  
 - Battery-powered radio  
 - Flashlights and extra batteries  
  
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### 🚨 Emergency Contact Information  
  
- <b>Police:</b>  
 - <b>San Jose Police Department:</b> 1-408-277-8900  
 - <b>Emergency:</b> 911  
  
- <b>Fire Department:</b>  
 - <b>San Jose Fire Department:</b> 1-408-277-8900  
 - <b>Emergency:</b> 911  
  
- <b>Hospital:</b>  
 - <b>Good Samaritan Hospital:</b> 1-408-559-2000  
 - <b>Address:</b> 24  
  
### 📕 Mail Handling and Waste Management Instructions  
  
#### 📬 Mail Handling Instructions  
  
- <b>Mailbox Location</b>: at the end of the driveway  
- <b>Mailbox Key Info</b>: hanging on a hook by the fridge  
- <b>Pick-Up Schedule</b>: Every other day  
- <b>Mail Sorting Instructions</b>: Place on the dining room table  
- <b>Delivery Packages</b>: Place packages in the living room  
  
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#### 🗑️ Trash & Recycling Instructions  
  
<b>Indoor Trash</b>  
- <b>Kitchen Trash</b>: Bin is located under the kitchen sink. Empty when full. Bags are next to the bin. They are labeled kitchen bags  
- <b>Bathroom Trash</b>: Empty before Trash day. Bags are under the sink.  
- <b>Other Rooms Trash</b>: Empty before Trash day. Bags are under the sinks of each bathroom.  
  
<b>Outdoor Bins</b>  
- <b>Please take the bins</b>: By the curb on pickup day  
- <b>Bins Description</b>: Green with lid  
- <b>Location</b>: Next to side gate  
- <b>Instructions</b>: place the bins outside before trash day and pick them up in the evening from trash day  
  
<b>Collection Schedule</b>  
- <b>Garbage Pickup</b>: Tuesday, Morning  
- <b>Recycling Pickup</b>: Tuesday, Morning  
  
<b>Composting</b>  
- <b>Composting Used</b>: Yes  
- <b>Compost Instructions</b>: dump in yellow bin  
  
<b>Waste Management Contact</b>  
- <b>Company Name</b>: Waste R Us  
- <b>Phone</b>: (408) 888-1826  
- <b>Contact</b>: Missed pickups  
  
### 📕 Security and Services Guide  
  
#### 🔐 Home Security & Technology  
- <b>Security Company Name:</b> ADP  
- <b>Security Company Number:</b> (408) 259-1027  
- <b>Arming/Disarming Instructions:</b> Shared with you through secure text message  
- <b>If Alert is Triggered:</b> Check with the security company to see if it's a false alarm or a real incident. The company will notify the appropriate authorities.  
- <b>Indoor Camera Notes:</b> There are no indoor cameras, but there are indoor motion sensors that are part of monitoring the home when the alarm is set.  
- <b>Emergency Access Instructions:</b> Shared with you through a password manager shared link.  
- <b>Guest Wi-Fi Access:</b> Guests should use the 'guest' network. The password is shared through a framed picture with the network name and password on it.  
  
#### 🧹 Cleaning Service Instructions  
- <b>Company Name:</b> Molly Maids  
- <b>Phone Number:</b> (408) 223-9142  
- <b>Schedule:</b> Weekly on Thursdays in the morning around 8:30 AM  
- <b>Access Method:</b> They ring the doorbell asking to be let in.  
- <b>Post-Cleaning Procedures:</b> Lock the front door after they leave.  
- <b>Crew Identity Verification:</b> Ask for their name. The lead cleaner is named Bob.  
  
#### 🏢 Property Management (Renters or HOA)  
- <b>Company Name:</b> Village Lifestyle  
- <b>Phone Number:</b> (408) 553-2802  
- <b>Email:</b> bill@villagelifestyle.com  
- <b>When to Contact:</b> When there are leaks in the roof or when a parking space is taken by another person.  
  
#### 🛠️ Service Contacts (For Homeowners)  
<b>Handyman</b>  
- <b>Name:</b> Martha  
- <b>Phone:</b> (415) 982-4321  
- <b>When to Contact:</b> When the windows won't open.  
  
<b>Electrician</b>  
- <b>Name:</b> Phoebe  
- <b>Phone:</b> (408) 437-8132  
- <b>When to Contact:</b> When there is no electricity and there is no power outage.