Comprehensive Housekeeping Runbook

### 🧰 Emergency Kit Summary  
  
<b>Kit Inventory:</b>  
- Flashlights and extra batteries  
- First aid kit  
- Non-perishable food and bottled water  
- Medications and personal hygiene items  
- Important documents (insurance, identification)  
- Dust masks (for air filtration)  
  
⚠️ <b>Missing Kit Items (consider adding):</b>  
- Battery-powered or hand-crank radio  
- Whistle (for signaling)  
- Local maps and contact lists  
  
<b>Additional User-Added Items:</b>  
- Dog food  
  
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### 📕 Emergency Run Book  
  
#### ⚡ 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 approximately 16 million people in Northern and Central California.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 245 Market Street, San Francisco, CA 94105  
  
<b>Website:</b>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Outage Reporting:</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 the PG&E outage map to see if the outage is reported.  
 2. Turn off and unplug major appliances to prevent damage from power surges.  
 3. Use flashlights instead of candles to avoid fire hazards.  
- <b>How to report:</b>  
 Call 1-800-743-5000 or report online via the PG&E website.  
- <b>Safety precautions:</b>  
 Avoid using generators indoors and keep them at least 20 feet away from windows and doors.  
- <b>Recommended Kit Items:</b>  
 - Flashlights and extra batteries  
 - Portable charger for mobile devices  
  
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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 approximately 16 million people in Northern and Central California.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-800-743-5000  
- <b>Address:</b> 245 Market Street, San Francisco, CA 94105  
  
<b>Website:</b>  
[PG&E Official Website](https://www.pge.com/)  
  
<b>Emergency Contact:</b>  
- <b>Gas Leak Reporting:</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 (added to natural gas for detection)  
 - Hissing or whistling sounds near gas lines  
 - Dead or dying vegetation near gas lines  
- <b>How to evacuate:</b>  
 - Leave the area immediately and do not use any open flames or electrical devices.  
 - Do not return to the area until it has been deemed safe by authorities.  
- <b>How to report:</b>  
 Call 1-800-743-5000 immediately.  
- <b>Recommended Kit Items:</b>  
 - Gas leak detector  
 - Emergency contact list  
  
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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 San Jose area, ensuring reliable and high-quality water supply.  
  
<b>Customer Service:</b>  
- <b>Phone Number:</b> 1-408-266-3311  
- <b>Address:</b> 1600 Almaden Road, San Jose, CA 95125  
  
<b>Website:</b>  
[San Jose Water Official Website](https://www.sjwater.com/)  
  
<b>Emergency Contact:</b>  
- <b>Water Outage Reporting:</b> 1-408-266-3311  
- <b>Emergency Services:</b> 1-408-266-3311  
  
<b>Water Outage or Leak Guide:</b>  
- <b>Detection steps:</b>  
 - Check for low water pressure or discolored water.  
 - Look for wet spots in the yard or unusual water usage on the meter.  
- <b>Shutoff procedure:</b>  
 - Locate the main water shutoff valve and turn it clockwise to shut off the water supply.  
 - Contact San Jose Water to report the issue.  
- <b>Recommended Kit Items:</b>  
 - Bottled water  
 - Water purification tablets  
  
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#### 🌐 4. Internet – Comcast  
  
<b>Provider Description:</b>  
Comcast is a leading provider of internet, cable, and phone services, offering high-speed internet and reliable connectivity 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>Outage Reporting:</b> 1-800-XFINITY (1-800-934-6489)  
- <b>Emergency Services:</b> 1-800-XFINITY (1-800-934-6489)  
  
<b>Internet Outage Response Guide:</b>  
- <b>Troubleshooting:</b>  
 - Check the modem and router for power and connection issues.  
 - Restart the modem and router.  
- <b>Reporting:</b>  
 - Call 1-800-XFINITY or report online via the Comcast website.  
- <b>Staying informed:</b>  
 - Follow Comcast on social media for updates on outages and service disruptions.  
- <b>Recommended Kit Items:</b>  
 - Backup power source for modem and router  
 - List of important contacts and emergency numbers  
  
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This guide provides essential information and steps to follow in case of emergencies related to electricity, natural gas, water, and internet services in San Jose, CA 95148. Keep this run book handy and review it regularly to ensure you are prepared for any emergency situation.  
  
### 📕 Mail Handling and Waste Management Instructions  
  
#### 📬 Mail Handling Instructions  
  
- <b>Mailbox Location</b>: At the beginning of the driveway on the right side facing the garage  
- <b>Mailbox Key Info</b>: Hanging on the hook next to the fridge  
- <b>Pick-Up Schedule</b>: Every other day but Sunday  
- <b>Mail Sorting Instructions</b>: Place the mail on the dining room table  
- <b>Delivery Packages</b>: Place the packages in the coat closet by the kitchen  
  
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#### 🗑️ Trash & Recycling Instructions  
  
<b>Indoor Trash</b>  
  
- <b>Kitchen Trash</b>: Kitchen trash bin is located under the sink.  
 - Empty when full or the night before trash pickup day, which is Monday.  
 - Replacement trash bags are located under the sink next to the bins.  
  
- <b>Bathroom Trash</b>: Empty when full or the night before trash day.  
 - The replacement trash bags are located under the sink.  
  
- <b>Other Rooms Trash</b>: Empty when full or the night before trash day.  
 - The replacement trash bags are located under the bathroom sink.  
  
<b>Outdoor Bins</b>  
  
- <b>Bins Description</b>: Outdoor trash bins have a black body and either a black or yellow lid.  
- <b>Location</b>: The outdoor bins are in front of the garage.  
- <b>Instructions</b>: Put the outdoor bins out on Monday night. They go to the right-hand side of the garage.  
  
<b>Collection Schedule</b>  
  
- <b>Garbage Pickup</b>: Tuesday, Morning  
- <b>Recycling Pickup</b>: Tuesday, Morning  
  
<b>Composting</b>  
  
- <b>Compost Instructions</b>: Put food waste in the black bin with a yellow top. There is a compost container under the sink.  
  
<b>Waste Management Contact</b>  
  
- <b>Company Name</b>: Waste Pro  
- <b>Phone</b>: (408) 353-3331  
- <b>Contact</b>: Missed Pickups  
  
### 📕 Security and Services Guide  
  
#### 🔐 Home Security & Technology  
- <b>Security Company Name</b>: ADT  
- <b>Security Company Number</b>: (408) 383-8318  
- <b>Arming/Disarming Instructions</b>: Keypad code that will be shared separately  
- <b>If Alert is Triggered</b>: If a security alert is triggered, check to see if someone inside tried to open a door before disarming the alarm. If yes, enter the key code to disarm the alert.  
- <b>Indoor Camera Notes</b>: There are activated motion sensors when the alarm is enabled. There are no indoor cameras.  
- <b>Emergency Access Instructions</b>: Spare key is in the lockbox.  
- <b>Guest Wi-Fi Access</b>: The guest network name and password are on display in picture frames located in the living room and the guest bedroom.  
  
#### 🧹 Cleaning Service Instructions  
- <b>Company Name</b>: Molly Maids  
- <b>Phone Number</b>: (408) 883-8313  
- <b>Access Method</b>: They ring the doorbell and expect someone home to let them in.  
- <b>Post-Cleaning Procedures</b>: Lock the front door after they leave.  
- <b>Crew Identity Verification</b>: Shared safe word, that I will share separately.  
  
#### 🌿 Gardening & Landscape Service Instructions  
- <b>Company Name</b>: Green Thumb Gardeners  
- <b>Phone Number</b>: (408) 486-8294  
- <b>Access Method</b>: Unlock the side gate on Tuesday to let them in.  
- <b>Post-Service Procedures</b>: Lock the side gate on Tuesday after they are done.  
- <b>Crew Identity Verification</b>: Shared safe word, that I will share separately.  
  
#### 🏊 Pool Maintenance Instructions  
- <b>Company Name</b>: Clean Pool Cleaners  
- <b>Phone Number</b>: (408) 537-3380  
- <b>Access Method</b>: Unlock the side gate on Tuesday to let them in.  
- <b>Post-Service Procedures</b>: Lock the side gate on Tuesday after they are done.  
- <b>Crew Identity Verification</b>: Shared safe word, that I will share separately.  
  
#### 🛠️ Service Contacts (For Homeowners)  
- <b>Electrician</b>  
 - <b>Name</b>: Billie Jean  
 - <b>Phone</b>: (650) 381-7654  
 - <b>When to Contact</b>: When the fuse box has issues.  
  
- <b>Plumber</b>  
 - <b>Name</b>: Donna Summers  
 - <b>Phone</b>: (408) 678-1543  
 - <b>When to Contact</b>: When the toilets will not flush or overflow. When there is a water leak.