

What Is An After Hours Emergency?

An After Hours Emergency occurs on weekends, holidays, or between the hours of 5:00 PM and 8:00 AM on typical business days and includes:



Total loss of heat, water, or power



A water leak that will not stop



Any other situation that could cause bodily harm or significant damage to your home

Campbell Homes Contacts

In the event you are experiencing an After Hours Emergency, immediately contact the appropriate Trade Partner. After contacting the Trade Partner, contact your Customer Care Representative as soon as possible.

Cordera, The Beach and Bradley Ranch homeowners, please contact:

Jacob Schmidt

jschmidt@campbellhomes.com

719.291.7387

Meridian Ranch and Paint Brush Hills homeowners, please contact:

Valerie Pettigrew

vpettigrew@campbellhomes.com

719.491.2672

Submit a Warranty Claim

Submit a warranty claim as soon as possible via one of the methods below. In order to respond completely to your claim, Campbell Homes will only process written claims.



The Customer Care tab on our website, www.campbellhomes.com



Send an email to customercare@campbellhomes.com



Mail your request to:

Campbell Homes, 9230 Grand Cordera Parkway, Colorado Springs, CO 80924

SINCE 1965



After Hours Emergency Procedures

Emergency Trade Partner Contacts

Mitchell Heating
719.596.6677
www.mitchellheating.com

Allied Heating & Air
(5500 series only)
719.896.4574

Springs Custom Plumbing
719.593.5004

Positive Electric
719.532.1799
www.positivellc.com

Emergency Utilities Contacts



Electric, Water/Sewer, Gas
Colorado Springs Utilities
719.448.4800 or 1.800.238.5434
csu.org



Electric, Water/Sewer, Gas
Colorado Springs Utilities
719.448.4800 or 1.800.238.5434
csu.org



Electric
Mountain View
Electric
1.800.388.9881
mvea.com

Water/Sewer
Paint Brush Hills
Metro District
719.495.8188
pbhmd.com

Gas
Black Hills Energy
1.888.890.5554
blackhillsenergy.com



Electric
Mountain View
Electric
1.800.388.9881
mvea.com

Water/Sewer
Meridian Service
Metro District
719.495.5152
meridianranchmetro.org

Gas
Black Hills Energy
1.888.890.5554
blackhillsenergy.com



Electric
Mountain View
Electric
1.800.388.9881
mvea.com

Water/Sewer
Woodmoor Water &
Sanitation
719.488.2525
woodmoorwater.com

Gas
Black Hills Energy
1.888.890.5554
blackhillsenergy.com

If a Trade Partner responds to a direct request for service from a homeowner and it is determined not to be an emergency or it is not covered under the Campbell Homes Limited Warranty, the homeowner will be held responsible for all charges incurred for materials, equipment, and labor.