

## 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 you cannot 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, Woodmoor Greens homeowners, please contact:**

Jacob Schmidt  
[jschmidt@campbellhomes.com](mailto:jschmidt@campbellhomes.com)  
719.291.7387

### **Meridian Ranch homeowners, please contact:**

Xavier Vazquez  
[xvazquez@campbellhomes.com](mailto:xvazquez@campbellhomes.com)  
719.491.5743

## 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, <https://campbellhomes.com/customer-care/>



Send an email to [customercare@campbellhomes.com](mailto: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](http://www.mitchellheating.com)

### Springs Custom Plumbing

719.593.5004

### Positive Electric

719.532.1799

[www.positivellc.com](http://www.positivellc.com)

## Emergency Utilities Contacts



### Electric, Water/Sewer, Gas

Colorado Springs Utilities

719.448.4800

1.800.238.5434

[csu.org](http://csu.org)



### MERIDIAN RANCH

#### Electric

Mountain View Electric

1.800.388.9881

[mvea.com](http://mvea.com)

#### Water/Sewer

Meridian Service

Metro District

719.495.5152

[meridianranchmetro.org](http://meridianranchmetro.org)

#### Gas

Black Hills Energy

1.888.890.5554

[blackhillsenergy.com](http://blackhillsenergy.com)



### The Beach at Woodmoor

#### Electric

Mountain View Electric

1.800.388.9881

[mvea.com](http://mvea.com)

#### Water/Sewer

Woodmoor Water & Sanitation

719.4488.2525

[woodmoorwater.com](http://woodmoorwater.com)

#### Gas

Black Hills Energy

1.888.890.5554

[blackhillsenergy.com](http://blackhillsenergy.com)

*Please Note: 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.*