

## 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](mailto:jschmidt@campbellhomes.com)

719.291.7387

### **Meridian Ranch and Paint Brush Hills homeowners, please contact:**

Valerie Pettigrew

[vpettigrew@campbellhomes.com](mailto: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](http://www.campbellhomes.com)



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

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



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Colorado Springs Utilities  
719.448.4800 or 1.800.238.5434  
[csu.org](http://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](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



**Electric**  
Mountain View  
Electric  
1.800.388.9881  
[mvea.com](http://mvea.com)

**Water/Sewer**  
Woodmoor Water &  
Sanitation  
719.488.2525  
[woodmoorwater.com](http://woodmoorwater.com)

**Gas**  
Black Hills Energy  
1.888.890.5554  
[blackhillsenergy.com](http://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.*