

## 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 and Jackson Creek North homeowners, please contact:**

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

### **Meridian Ranch 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.



Customer Care tab on our website, [campbellhomes.com/customer-care/](http://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

## Emergency Trade Partner Contacts

**Mitchell Heating**

719.596.6677

[www.mitchellheating.com](http://www.mitchellheating.com)**Allied Heating & Air***(5500 series homes only)*

719.896.4574

**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 or 1.800.238.5434

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

Mountain View

Electric

1.800.388.9881

[mvea.com](http://mvea.com)**Water/Sewer**

Triview Metro District

719.488.6868

[triviewmetro.com](http://triviewmetro.com)**Gas**

Black Hills Energy

1.888.890.5554

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

*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.*