

Good afternoon Chair, members of the committee,

I'm a resident of Portland and I support HB 2698. Ever since I was a kid I have been interested in building and fixing things myself. When I was in 4th grade, I helped my dad build a deck in our back yard. It was an awesome experience to be able to see something go from the planning stage to completion and know I had a part in it. I also have always been interested in computers and built my first computer when I was in high school.

As an adult striking out on my own, being able to fix things has been critical to simply living in acceptable housing and being able to get to work. As a renter, I have been able to fix small problems without having to call my landlord as every renter knows that asking the landlord to fix things can result in retaliation. My current landlord reimburses me for parts when I fix things and we are both happy with the arrangement. When I was making barely over minimum wage, being able to do my own car repairs meant I was still able to get to work without fear of breaking down.

Over the years, things have gotten more and more difficult to fix myself. I've been a long time user of Apple products but have been reluctant to upgrade my aging laptop because of the fact that Apple makes it impossible to repair newer machines without going to Apple and paying hundreds or even thousands of dollars out of pocket- not to mention the fact that currently Apple stores' "genius bars" are closed due to covid and Apple wants you to mail in your computer to get repairs. My dad's laptop has a defective keyboard and he has not been able to get it repaired because that means he would be without his computer for 6 weeks. If a local shop was allowed to do the repair he'd probably be in and out in the same day. Apple literally designs products in such a way that even if you do know how to fix them, repairing them can "brick" the device, rendering it completely unusable. It is unacceptable that it's perfectly legal for a company to intentionally break a product I own in order to force me to spend money paying them to repair it.

This problem is far from limited to computers. Everything from automobiles to appliances have made it more and more difficult to source OEM parts and perform repairs yourself or via a qualified shop. I can't even change my own transmission fluid in my car anymore- something that costs around \$5 to do yourself but over \$150 to have the dealership do. And even in situations where you can find a part, you often risk voiding the warranty by fixing a simple problem yourself. These anti-consumer measures are cynically framed as a form of protection against poorly done self-repairs or repairs by unqualified repair shops. One only has to spend a few minutes on google and YouTube to find countless examples of Apple's "Genius Bar" misdiagnosing problems and poorly repairing Apple products, which then have to be repaired again by better qualified technicians. It is abundantly clear that anti-consumer repair bans are simply an attempt by companies to have a monopoly on the repair market so they can charge whatever they want and make more profit on their already very profitable products.

This is a no brainer- move HB 2698 forward with a do-pass recommendation so we can get our products repaired promptly by professional qualified technicians. Or if you're like me and a Certified YouTube Mechanic, for consumers to be able to fix things themselves. Thank you for your time and consideration.