



**February 9, 2023**

### **NextStep Written Testimony**

NextStep Recycling is an electronics recycler that has kept over 20 million pounds of electronic waste out of the landfills.

NextStep became a 501 (c)(3) nonprofit in 2002. Our mission is to provide technology and training to children and adults with barriers to education and employment, while protecting our community and environment from hazardous waste.

NextStep recycles and refurbishes electronics. Many of these refurbished electronics are put back into the community to the underserved and those in need. NextStep gifts these electronics to many students, unhoused veterans and youth. The computers open a whole new world of opportunities for education and employment for so many.

One of the huge barriers that we face is being able to service computers. We have had to change our business model for our Service and Repair department. We had to decide to only work on computers that came from us, as we are more likely to have the parts to work on them. NextStep would also love to be able

to work on computers, at a much lower cost, for those in need in our community, but there is a huge issue of not having access to parts. NextStep is known in the community for an affordable resource for technology and service and repair. It is very unfortunate that we have to turn away so many people because we don't have access to parts or they are just unaffordable for those that we serve and try to help.

NextStep also has a huge issue assisting with Apple products, due to the glued in batteries and sauteered RAM. We have had to quit working on phones and tablets all together and service is limited on Apple computers.

NextStep has a loyal customer base that counts on us being able to help when others cannot. It is our goal to be able to keep assisting those in need of technology for employment and education and not having to turn them away. The Right to Repair Bill will help us to continue serving the underserved in our community. Thank you.