

March 14, 2023

Chairman Durfee and members of the House Committee on Agriculture, Food Resilience, and Forestry:

My name is Mark Biron, I am the Vice President Product Support for Milton CAT. Milton CAT is the full-service Caterpillar dealer for Maine, New Hampshire, Vermont, Massachusetts, upstate New York, and Rhode Island. We have 14 locations across our territory and more than 1,000 employees that help support our more than 50,000 customers. In Vermont, we have one location in Richmond, which we service both Earthmoving and Power Systems customers. In Vermont, we have one location in Richmond, which we service both Earthmoving and Power Systems customers. Richmond has a team of approximately 30 employees, which 7 are shop technicians and 10 are field technicians. We have major concerns and **oppose** to the passage of HB 81 – “**An act relating to fair repair of agricultural equipment**”.

Having a territory and customer base this size requires us to partner with our customers so we can both maximize our resources. To do this we actively support and train our customers on the Caterpillar diagnostic platform, ET and the online Service Manual platform, SIS. In addition, our customers have access to our technical help line. These platforms and services provide our customers with the information and instructions needed to test, diagnose, calibrate and repair almost any problem that should arise.

We draw the line, however, at providing access to embedded codes that control the safety and federal EPA emissions compliance on machines. The need to access these types of features occurs in less than one percent of all the repairs we perform and in a lot of instances, involves direct communication with a factory rep in helping to define the necessary changes. If given access, an individual could override or incorrectly change the

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coding to disengage built-in safety features on machines, such as safety levers on excavators, seat sensors, overload sensors, high pressure fuel systems, etc. Milton CAT invests millions of dollars a year in technician training and development and tooling. As well as partnering with vocational and technical high schools and colleges across our territory to help promote our industry and create a pipeline to help develop and grow qualified technicians.

While the bill before you today applies to the agricultural industry; Caterpillar equipment is used across multiple industries; Construction, Mining, Power Generation as well as Agriculture to name a few. With everything mentioned as well as a sense of responsibility and caution for the general public and also end user well-being, Milton CAT **cannot support HB 81**, nor do we feel there is a need for this legislation.

Sincerely,

Mark Biron
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