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**Sent:** Tuesday, February 06, 2018 10:10 PM  
**To:** Kayla Dewey; dbrown@vpimg.org  
**Subject:** Write to Repair

Hi Dan here are the notes/write up you asked for.

(Notes on what I hope to talk about Wednesday on the call)

Introduce myself, My name is Theresa McDonough Im the owner of Tech Medic. We currently have two locations one is Shelburne and one in Middlebury. We primarily forces on repairing broken cell phones, tablets and computers.

When I first heard about this bill I thought wow this a no brainer really there are no losers with this type of bill, well except of course big companies like Apple but no one is really feeling bad for them right now...Having a bill that focuses on the right to repair is both consumer friendly and environmentally friendly. having access to better parts will greatly improve our technicians abilities to extend the longevity of our customers devices. One of the hardest parts for us to get our hands on, that are quality, are batteries. Currently we only have access to refurbished or aftermarket batteries and these are sub par at best and ever since apple has admitted to slowing down their operating systems as the batteries age we have been doing battery replacements non-stop. Of course having access to original quality batteries will make a big difference to both technicians and consumers.

Of course I can tell you over the years I have seen a huge shift in repairability of many brands of phones and computers. Back when the Samsung galaxy S through S4 were released they were great phones to fix. Consumers could pop off the back cover replace the battery on their own and techs could unscrew the back and replace everything from the charging port to the ear speaker. Fast forward a couple years and phones like the S5 and S6 have practically unrepairable parts. For example the charging ports with the S5 you have to break the screen to get to it and with the S6-S8, no doable at all. There is nothing worse than having to tell a customer that their \$900 Samsung is not economically repairable.

Unfortunately I have seen this time and time again. iPads once had charging ports and headphone jacks that were removable, now they solder them in so nothing can be replaced. MacBooks once had upgradable ram slots and now they are soldered in as well...All things that do very little to improve the function of the device but does a ton to shorten their lifespan. So even as more and more americans are buying these products, companies are purposely increasing the costs of their devices and shortening the lifespan of their products to increase profits.

So why should you care? Well first off 90% of adults in america now have some sort of smart device so that means very likely you yourself will be in the position of having to repair or replace a smart phone or a computer very soon. Now this may not be an issue for someone who is part of the top 1% but for the rest of us \$500-\$1000 is a large investment. Especially now that cell

phone companies don't subsidize the cost of phones consumers are forced to pay full price for these devices...usually in monthly payments. I see so many customers that are choosing between fixing their phones and things like paying utility bills because without their phones they can not run their small business or help take care of their special needs child... and these are not choices we should have to make. That's why it's important for local and state governments to stay up with changing times. Of course 20 years ago none of us would ever think we would have this conversation but like it or not times have changed and so it must be the protections for consumers. Many things like utilities and other commodities are heavily regulated and prices are controlled to a good extent so as not to allow big companies to make huge profits on things that are vital to living such as electric, heat, water, etc... So why should technology be any different?

Earlier I mentioned how this is also a huge positive for the environment as well. I just want to remind you all today of the impact e-waste has on our environment. Some key points:

- E-waste is one of the fastest growing segments in the municipal solid waste stream.
- The amount of worldwide e-waste generation is expected to be 49.8 million tons in 2018 with an annual 4-5 percent growth.
- Currently, only 15-20 percent of all e-waste is recycled.
- According to a recent report by EPA, every day, we are to get rid of over 416,000 mobile devices and 142,000 computers either by recycling or disposing of them in landfills and incinerators.
- A study identified that producing a computer along with its monitor takes at least 1.5 tons of water, 48lbs of chemicals and 530lbs of fossil fuels.
- Compared to disposal in landfills or by incinerators, reusing or recycling computers can create 296 more jobs per year for every 10,000 tons of computer waste processed.
- According to EPA, the excessive amount of lead in e-waste, if released into the environment, could cause severe damage to human blood and kidneys, as well as central and peripheral nervous systems.
- The amount of global e-waste is expected to grow by 8 percent per year.

So in closing I think it is very important that we stay current with the times and hope you support a bill that not only supports consumers but also improves the longevity of devices so that we can keep them out of our waste streams. Thank you.