

## Pennsylvania Testimony - Right to Repair Legislation

Steven Nickel

Good afternoon, my name is Steven Nickel and I lead Google's repair operations across our hardware portfolio. Thank you for the opportunity to share Google's perspective on this important issue.

I want to start by expressing Google's support for right to repair. We applaud Representative Mullins's efforts in advancing a right to repair bill. We hope to see legislation that provides a victory for consumers who want affordable repair options, for the environment, and for companies that invest in making their products more repairable and sustainable.

Google's mission — to make the world's information accessible and useful to everyone — has shaped how we design our consumer electronics devices and also how we repair them. We design products in a manner that enables simple, safe, and reliable repairs wherever and by whomever they are done. To further encourage this accessibility, we've partnered with independent repair providers across the U.S. where customers can walk-in and receive same day support.

We also make parts for our phones accessible to the public and ensure they do not require burdensome, restrictive parts pairing. In simple language, this means that a properly installed screen or battery will work no matter who performs the repair. And we have consistently reduced the cost and number of repair tools and made them available online for anyone to purchase.

Designing devices to be repairable and long lasting isn't always easy. For example, with each new generation of Pixel phones we have to properly forecast how many customers will drop their phones seven years after purchase and exactly which replacement parts will be required; and we do this on a global scale. This is just one example of many challenges we address in our pursuit of device longevity and repairability. But these problems are solvable, and we have invested time and resources to launch helpful features like Repair Mode, which enables users to securely send their devices for repair without having to wipe their data. Our customers have celebrated these investments. Google isn't alone here: we see most of our industry peers embracing practices that increase the lifespan of electronics through repairability and partnerships.

It's wonderful to see Pennsylvania take a leadership position in this movement along with other pioneers, including Oregon, who passed similar legislation with bipartisan support in a 42-13 vote, and the European Union who recently advanced a regulation that addresses Right to Repair. Both legislative efforts include clear limitations on parts pairing data protection and security safeguards and new access for consumers to safely and affordably repair their devices.

Recently, the FTC also came out in support of Colorado's Right to Repair bill and has called out how parts pairing disrupts consumers' access to repair.

We appreciate your efforts and those of other policymakers who are helping to move the entire electronics industry toward a more sustainable and repairable future. Google stands ready to help however we can as you consider these issues.