

**Testimony Submitted by
Chris Coughlin, Policy Director
Oregon Consumer Justice
To the House Committee on Commerce and Consumer Protection**

April 24, 2025

Regarding: Support for SB 550

Chair Sosa, Vice-Chair Chaichi, Vice-Chair Osborne, and Members of the Committee,

For the record, my name is Chris Coughlin. I appreciate the opportunity to testify today on behalf of Oregon Consumer Justice in support of SB 550 without amendments.

Oregon Consumer Justice (OCJ) envisions a vibrant future where all Oregonians live with dignity and abundance and experience health, joy, and economic opportunity. We work collaboratively across policy and advocacy, community engagement, and the law, to realize a more just and equitable Oregon where people come first. For too long, flawed systems and policies have stood in the way of this reality, with communities of color most often experiencing significant harm. Informed by consumer insights, OCJ works to make financial and business transactions reliably safe and supports Oregonians in knowing and exercising their consumer rights.

Consumers who rely on complex rehabilitation technology (CRT) should be able to receive timely and affordable repairs to items they own, like wheelchairs. Right to repair is popular. A recent report from US PIRG, Stranded, found that 83% of wheelchair users who responded to a survey said that a right to repair law would "make life easier."¹

SB 550 expands Oregon's current right to repair law to require manufacturers to provide necessary resources—from parts and tools to embedded software and essential documentation—to both wheelchair owners and independent repair providers.

¹ <https://pirg.org/edfund/resources/stranded/>

This bill covers CRTs such as medically necessary mobility devices, technology that can only be used by those with a medical need, and technology that can only be serviced by a CRT provider. Devices include power wheelchairs, adaptive seating systems, strollers, and standing frames, among other necessary medical technology.

Currently, Oregonians living with physical, mental, and developmental disabilities, including seniors and children, are forced to wait weeks or months for even small CRT repairs. Being confined to bed due to a lack of necessary medical technology creates more health problems and limits a person's ability to care for their own needs.

A lack of mobility is a lack of freedom. This means that those unable to easily seek repairs for their CRTs lose not only their mobility but also their autonomy. Many repairs are simple but vital, making denial of access to them an unreasonable barrier for Oregon consumers.

Colorado (HB1011, 2022) and California (SB1384, 2024) have passed right to repair laws that address power wheelchairs and similar devices, and Oregon should join them by passing SB 550.

We urge your support of SB 550 without amendments so that Oregonians will have access to timely, necessary repairs for their CRTs.

Thank you for your consideration and your service in building the future that Oregonians deserve.