

Safe, Reliable, Regulated: Understanding Private Water Providers

TRUST
WATER

In Trust in Water polling data, a strong majority of customers recognize the strengths of private, regulated water and wastewater providers.

Between 74% and 78% of customers (of public and private systems) agree with the following statements:

75
percent

Agree that private water and wastewater companies are heavily regulated—often more than public systems—and must meet all federal and state water quality standards without exception.

78
percent

Agree that private, regulated companies bring technical expertise and decades of experience managing complex water systems safely and efficiently.

74
percent

Agree that private, regulated companies make routine investments in infrastructure, helping avoid costly emergency repairs that often drive sharp rate increases in public systems.

75
percent

Agree that private, regulated providers have the financial strength to invest millions of dollars in infrastructure upgrades and long-term maintenance.

Satisfaction with private water service is high, and positive perceptions extend well beyond customers currently served by private providers.