Appendix 1: Supplemental materials

Trust and vulnerability

Although trust had a slightly higher mean than vulnerability, statistically the two indicators were not different from each other (t (344) =1.87, p = 0.06). In addition to a 0.92 correlation between the two items, a quantile-quantile plot (Figure A1.1A) and a comparison of distributions (Figure A1.1B) indicated that the distribution for trust and vulnerability are similar in spread and shape. Both variables have the same median (md = 8). Based on this, we combined trust and vulnerability into a single item we labeled "overall trust," using the mean score for each respondent. Overall trust in the water utility to deliver safe drinking water was generally high (Mean = 6.3, SD = 1.9, md = 7). We used this overall trust measure as this as our dependent variable throughout the analysis.
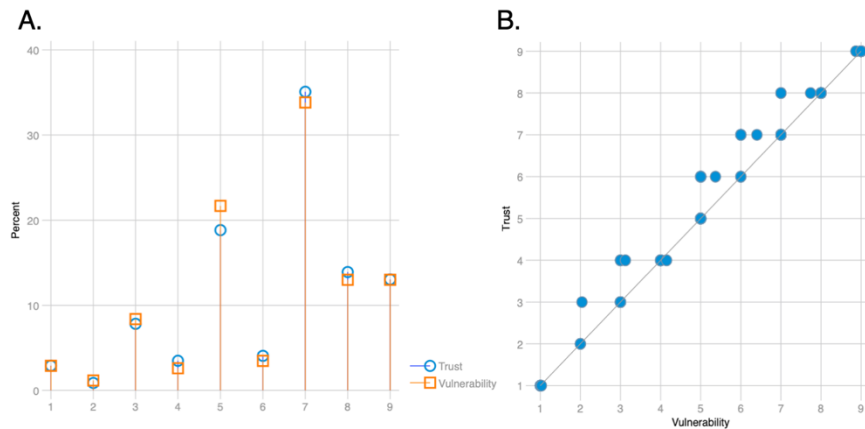

Figure A1.1 Visual inspection of trust and vulnerability indicators using a histogram (A) and a q-q plot (B) suggest a similar distribution across indicators.

Table A1.1: Indicators used to create composite variables.

Item	Observations	Mean	Standard Deviation	Median	Alpha
Rational Items[a,b]					0.81
Capability: is capable of delivering safe drinking water to me	341	5.1	1.5	4	
Past performance: has consistently delivered safe drinking water to me	338	5.0	1.6	4	
Future expectations: will consistently meet my drinking water expectations	339	5.1	1.8	5	
Skill: is highly skilled at delivering safe drinking water to my home	339	5.2	1.6	5	
Affinitive Items[a,b]					0.85
Interest alignment: cares about the quality of my drinking water at least as much as I do	341	5.4	1.7	6	
Encapsulated interests: has my best interests at heart	338	5.2	1.7	6	
Values similarity: shares values similar to mine	335	5.3	1.6	5	
Caring: cares about my well-being	340	5.2	1.7	6	
Procedural items[a,c]					0.75
Public engagement: is required to listen to public input	344	4.4	0.8	5	
Compliance: is required to obey laws that ensure they distribute safe water	346	3.6	1.1	4	
External monitoring: would face consequences from the government if they failed to distribute safe water	345	4.0	1.1	4	
Conflict resolution: has procedures in place to resolve any problem I might bring to their attention	345	3.7	1	4	
Dispositional items[b]					N/A
I find it hard to trust others	338	5.3	1.4	6	
Salience attention items[d]					0.86
Notice changes in smell	347	1.7	0.8	1	
Notice changes in appearance	345	1.6	0.8	1	
Notice changes in taste	343	1.8	1.0	1	

[a]Items prefaced with: *My water utility…*
[b]7-point Likert-type scale: 1 = *Strongly disagree*, 4 = *Neutral*, 5 = *Strongly agree*
[c]5-point scale: 1 = *Definitely not true*, 3 = *Unsure*, 5 = *Definitely true*
[d]5-point scale: 1 = *Never*, 2 = *Rarely*, 3 = *Sometimes*, 4 = *Often*, 5 = *Extremely often*

Table A1.2: Nonresponse bias check for sample and population data by census block group based on 2017 data. There were insufficient observations for Native Americans/Native Alaskans and Native Hawaiians in our sample to perform a test of proportions.

Indicator	Population Total	Population Percent	Sample Total	Sample Percent	Mean Difference	St. Err. Difference	z	p
Black	19985	18.74%	47	13.43%	-0.05	0.05	-0.93	0.351
White	77781	72.93%	259	74.00%	0.01	0.03	0.39	0.699
Asian	4066	3.81%	12	3.43%	-0.00	0.05	-0.07	0.945
Hispanic	4514	4.23%	9	2.57%	-0.02	0.05	-0.25	0.805
Female	55560	52.10%	178	50.86%	-0.00	0.04	-0.06	0.949

Table A1.3. Regression results for trust ecology measures

Source	SS	df	MS	$F_{(9,324)}$	p
Model	515.6234	9	57.2915		
Residual	751.6221	324	2.3198		
Total	1267.245	333	3.805	24.70	<0.0001

Number of obs	R^2	$R^2_{adjusted}$	Root MSE
334	0.41	0.39	1.5231

Variable	b	Std Err	t	p	95% Confidence Interval	
Constant	-6.7219	1.4627	-4.60	0.000	-9.5994	-3.8443
Rational trust	4.3820	1.4184	3.09	0.002	1.5917	7.1724
Rational trust (squared term)	-0.9413	0.3281	-2.87	0.004	-1.5868	-0.2957
Rational trust (cubed term)	0.0611	0.0242	2.53	0.012	0.0135	0.1088
Affinitive trust	1.1418	0.4446	2.57	0.011	0.2672	2.0164
Affinitive trust (squared term)	-0.0881	0.0445	-1.98	0.048	-0.1756	-0.0006
Procedural trust	0.7725	0.1269	6.09	0.000	0.5228	1.0222
Dispositional trust	0.1631	0.0649	2.51	0.012	0.0354	0.2908
Treatment						
Control (Reference group)						
General information	-0.1395	0.2106	-0.66	0.508	-0.5539	0.2748
Technology-specific	-0.2807	0.2088	-1.34	0.18	-0.6915	0.1302

Table A1.4. Regression results for trust ecology measures including salience indicators

Source	SS	df	MS	$F_{(12,315)}$	p
Model	585.7846	12	48.8154	24.67	<0.0001
Residual	623.2398	315	1.9785		
Total	1209.0244	327	3.6973		

Number of obs	R^2	$R^2_{adjusted}$	Root MSE
328	0.48	0.46	1.4066

Variable	b	Std Err	t	p	95% Confidence Interval	
Constant	-4.3973	1.6397	-2.68	0.008	-7.6235	-1.1710
Rational trust	3.1600	1.4114	2.24	0.026	0.3831	5.9368
Rational trust (squared term)	-0.6950	0.3197	-2.17	0.030	-1.3240	-0.0659
Rational trust (cubed term)	0.0462	0.0233	1.99	0.048	0.0005	0.0920
Affinitive trust	1.3383	0.4191	3.19	0.002	0.5137	2.1629
Affinitive trust (squared term)	-0.1096	0.0418	-2.62	0.009	-0.1920	-0.0273
Procedural trust	0.6744	0.1195	5.64	0.000	0.4393	0.9095
Dispositional trust	0.1558	0.0614	2.54	0.012	0.0350	0.2765
Salience						
Familiarity	0.2796	0.0913	3.06	0.002	0.1000	0.4592
Informational	0.0020	0.0930	0.02	0.983	-0.1810	0.1849
Attention	-0.7338	0.1136	-6.46	0.000	-0.9574	-0.5103
Treatment						
Control (Reference group)						
General information	-0.0599	0.1981	-0.30	0.763	-0.4496	0.3299
Technology-specific	-0.0952	0.1969	-0.48	0.629	-0.4826	0.2923