



## **AeroVironment Receives Frost & Sullivan's North American Customer Service Leadership Award for Electric Vehicle Charging Station Solutions**

### **Quality, Timeliness and Cost of Service, Customer Value Receive High Marks**

MONROVIA, Calif.--(BUSINESS WIRE)-- Frost & Sullivan, a global research organization of 1,800 analysts who monitor more than 300 industries and 250,000 companies, has awarded its 2010 North American Customer Service Leadership of the Year Award for Electric Vehicle (EV) Charging Stations to [AeroVironment, Inc.](#) (AV) (NASDAQ:AVAV). AV is a Southern California-based technology company whose electric transportation solutions include electric vehicle home charging, public charging and fast charging systems for consumers, automakers, utilities and government agencies.

Criteria Frost & Sullivan used to benchmark AV's performance against key competitors included quality of service, timeliness of service, impact of service on customer value and cost of service to customers.

To support its evaluation of best practices across multiple business performance categories, Frost & Sullivan employs a customized Decision Support Matrix (DSM), an analytical tool that compares companies' performance relative to one other by integrating quantitative and qualitative metrics. In addition, the DSM features criteria unique to each award category and ranks importance by assigning weights to each criterion. This approach enables Frost & Sullivan to determine how best-in-class companies worldwide manage growth, innovation and leadership.

"Due to the infancy of the electric vehicle charging station market, consumers are anxious about the way these services will be provided and the ease with which they will be able to install charging stations and use them. AeroVironment's business model is aimed at providing superior customer service through its own certified network of installers. The company's operations are set to ensure on-time product delivery, hassle-free appointments, accurate assessments and quoting, and customer data tracking for end users, businesses, fleet owners, as well as installers," Frost & Sullivan Analyst, Ratika Garg.

AV earned its "pioneer" status in the efficient energy industry as joint developer of [the GM Impact](#), the world's first modern electric car, and the record-setting, solar-powered [GM Sunraycer](#). In addition, AV created one of the first fast-charge systems for early consumer electric vehicles.

AV charging solutions are designed for every EV owner's needs — home and apartment, office and retail, fleet yard, public fast charging stations, roadside assistance, mobile service devices, and communication options that enable the smart grid and smart home. AV's breadth of solutions provides convenient and reliable charging options that will help alleviate concerns about EV driving range and practicality. AV's charging systems are meant to help drivers use their EVs without changing their day-to-day driving or refueling habits -- from overnight home charging to "pay at the pump" fast charging in minutes.

### **About AeroVironment, Inc. (AV)**

AV is a technology company that designs, develops, produces and supports an advanced portfolio of Unmanned Aircraft Systems (UAS) and efficient electric energy systems. Agencies of the U.S. Department of Defense and allied military services use the company's battery-powered, [hand-launched UAS](#) to provide situational awareness to tactical operating units through real-time, airborne reconnaissance, surveillance and target acquisition. AV's electric transportation solutions include [electric vehicle \(EV\) home charging, public charging and fast charging systems](#) for consumers, automakers, utilities and government agencies, [power cycling and test systems](#) for EV developers and [industrial electric vehicle charging systems](#) for commercial fleets. More information about AV is available at [www.avinc.com](http://www.avinc.com).

### **Safe Harbor Statement**

Certain statements in this press release may constitute "forward-looking statements" as that term is defined in the Private Securities Litigation Reform Act of 1995. These statements are made on the basis of current expectations, forecasts and assumptions that involve risks and uncertainties, including, but not limited to, economic, competitive, governmental and technological factors outside of our control, that may cause our business, strategy or actual results to differ materially from those expressed or implied. Factors that could cause actual results to differ materially from the forward-looking statements

include, but are not limited to, our ability to perform under existing contracts and obtain additional contracts; changes in the regulatory environment; the activities of competitors; failure of the markets in which we operate to grow; failure to expand into new markets; failure to develop new products or integrate new technology with current products; and general economic and business conditions in the United States and elsewhere in the world. For a further list and description of such risks and uncertainties, see the reports we file with the Securities and Exchange Commission. We do not intend, and undertake no obligation, to update any forward-looking statements, whether as a result of new information, future events or otherwise.

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