



# Solid Biofuel Supplier Accreditation Scheme

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## What is the Solid Biofuel Supplier Accreditation Scheme?

The Solid Biofuel Supplier Accreditation Scheme (SBSAS) is available to New Zealand and Australian suppliers of solid biofuel, commonly referred to as wood fuel because the largest volume of biomass is from wood.

The scheme is aimed at ensuring the delivery of contract specified solid biofuel time and time again. The Scheme presents a win-win for suppliers of solid biofuel and those who buy it - reliability of supply will provide assurance to buyers and best prices for sellers.

The SBSAS provides independent assessment of a wood fuel supplier's ability to consistently deliver contracted quantity and quality of biomass fuel (eg, wood chip fuel, pellets, briquettes, hog fuel, etc.). The aim of the Scheme is to provide assurance to customers that when they buy biomass fuel from an accredited supplier, the fuel complies with the contracted specification, has been subjected to quality assurance to ensure its consistency, and the supplier is covered by the Association's complaint procedures.

The Scheme is administered by the Bioenergy Association and covers New Zealand and Australia.

Successful applicants to the Scheme are accredited for the fuel type they supply. Annual accreditation ensures the accredited suppliers have demonstrated to an independent national or international party their ability to deliver contracted specification quality fuel and that they have the quality assurance processes and procedures in place to consistently deliver contracted fuels. The Scheme is backed by a complaints process to the Association.

The types of fuel delivered by suppliers to meet contract specifications are set out in [Technical Guide 1: Solid Biofuel Classification Guidelines](#).

## What is the process for achieving accreditation?

The accreditation process is a straight-forward process including an application form, with supporting evidence of operational practice and fuel quality testing methods, and customer references. Full details can be found in the [scheme guidance document](#) and an [application form](#) for accreditation. In brief, this includes evidence on the quality assurance systems the supplier applies to production, storage and delivery of the biomass fuel. The evidence needs to be supported by independent fuel testing reports and customer references. Where a supplier has had their process audited by an international certifying body the amount of information to be provided with their application is significantly reduced. Suppliers self-certifying will need to provide full verification of production performance.

### Verification - demonstration of consistent performance

To keep compliance costs to a minimum the scheme is based on suppliers providing verification of their consistent performance. Suppliers must provide test results and supporting evidence of their ability to

meet contract requirements. The Scheme Administrator may undertake spot audits or seek independent verification on the information provided.

Accreditation is about the production and delivery of biofuel that meets the customer's contract specification. The grades or classes of fuel delivered are to be what is specified in the fuel sale and purchase contract.

### **International product certification**

Some Registered Solid Biofuel Suppliers will have demonstrated to an international certifying body that they have an appropriate product quality assurance production and delivery system. These suppliers who are internationally certified for the production of specified solid biofuels meet the highest international quality assurance standards.

International certifying bodies are:

[ENplus](#)

DINplus

Goodchip

Accreditation of the supplier is wider than certification that the product meets the appropriate standard. Accreditation is of the supplier and includes product quality but also supplier contractual performance, that the supplier has been performing legally and that the supplier is covered by an Australian/New Zealand based complaints process.

### **Self-certification**

Solid Biofuel Suppliers who have systems for the production of specified solid biofuels which is not internationally certified, can alternatively demonstrate to the Accreditation Scheme Administrator that they have appropriate quality assurance systems for the production and delivery of those specified solid biofuels. The production of those fuels is self-certified as being quality assured but backed by independent verification.

## **Why accreditation?**

Purchasers of wood fuel want to know that the fuel that they have contracted to buy meets their specified requirements. To gain assurance that the fuel meets the specification they need, purchasers may insist on a high degree of independent testing of each load delivered. However independent fuel testing of each load delivered can be expensive which adds to the cost of fuel. Being accredited through an independent accrediting body will reduce the amount of testing that would otherwise be required thus significantly reducing the cost of fuel.



Fuel suppliers benefit from having a nationally or internationally recognised and authoritative independent auditing of suppliers production systems that is appropriate to the cost of biomass fuel, and the level of risk faced by facility owners, yet does not place an undue administrative burden upon producers and suppliers.

Customers benefit because all Accredited Suppliers are covered by the Association's [Professional Standards and Complaints Scheme](#).

The Scheme benefits both fuel suppliers and their customers. Customers can be assured of a high-quality solid biofuel product when they buy from suppliers accredited under the Scheme. As customer confidence grows, the sector in turn benefits as more and more users switch to wood fuel as a viable main-stream fuel. From a supplier's perspective, this means market growth and more sales.

## Solid biofuel accredited supplier

Accredited fuel suppliers can be domestic heating firewood suppliers, wood pellet retailers or large scale commercial wood pellet or chip suppliers. All use the SBSAS logo to identify that they have fulfilled the required standards for high quality fuel production and distribution. The accreditation that accompanies the logo will specify the fuel types for which accreditation has been awarded.

### Contacting an Accredited Solid Biofuel Supplier

A register of suppliers is available [here](#).

### The brand of quality

Throughout Australasia the SBSAS logo is the mark of quality biomass fuel. It is the mark of a responsible, knowledgeable and conscientious supplier that biomass fuel consumers can trust. At a glance, the SBSAS is a brand of trust.



The SBSAS is rigorous, practical and cost effective with a compact but thorough assessment process.

As administrators of the scheme, the Bioenergy Association is able to offer practical support to the sector and share learning's from national and international experiences. For the market to grow it is important that this scheme is seen as a means of encouraging continuous improvement. The Bioenergy Association is able to offer support on training, technology and effective procedures to suppliers and inform heat plant facility owners on the importance of quality fuel.

## Consumer benefits

Fuel quality is a key consideration for anyone operating a biomass boiler system or wood burning stove. Poor quality fuel is one of the main causes of faults, chimney fires, air quality issues and breakdowns. The purpose of the SBSAS accreditation scheme is to give customer confidence by providing a recognised quality standard for biomass fuel products. Solid biofuel carrying the SBSAS mark has been produced from manufacturers whose processes have been tested and proven to provide specification compliant fuel.

The SBSAS is a practical and straightforward quality assurance scheme which means we are keeping consumer costs low. That said, the Scheme operates to a rigorous and thorough methodology.

When a customer buys fuel from an accredited supplier, they will obtain confidence of the following:

- The fuel will be the right size, ensuring your boiler or heater feed system doesn't block.
- The fuel will have the right moisture content for your boiler to work at optimum efficiency.
- It provides a guarantee that the fuel you buy meets recognised standards and fulfils the required specification for your appliance, securing your warranty.
- Product labelling is consistent across suppliers, enabling the customer to make an informed choice.
- The reduced need to verify that the fuel is compliant with the product label.
- Your purchase is covered by the Bioenergy Association's [Professional Standards and Complaints Scheme](#)

Buying from an [Accredited Supplier](#) means that you will have fewer issues with your boiler or heater, your appliance will run more efficiently, with reduced reliance upon back-up systems.

## Making a complaint

As an Accreditation Scheme it is important that we are aware of the experiences of biomass fuel customers. In the unlikely event that issues about fuel quality, heater or boiler operation should arise then we would like to know.

The Scheme Administrator can offer advice to help resolve the problem. In a worst case situation a formal complaint can be referred to the association's [Professional Standards and Complaints Committee](#). Our aim is to give customers peace of mind. If you have an issue contact us at [admin@bioenergy.org.nz](mailto:admin@bioenergy.org.nz).

## Supplier benefits

There are a number of benefits to a supplier to becoming accredited under the scheme:

- Good quality fuel promotes the biomass industry in New Zealand and increases demand.
- Customer confidence in biomass as a fuel is boosted as a result of consistency of quality.
- Accreditation is a valuable point of differentiation for suppliers in the market.
- Savings on resources, opportunities to learn and participation in a testing regime that is cost effective.
- Reduced need for frequent product testing.
- Promotional benefits from being listed as a Registered Supplier.

## Business opportunity

Recent years has seen positive growth in the demand for biomass fuels in New Zealand and it is growing in Australia (although the fuels are different). The types of fuel and the installation of new plant used to burn them has seen strong growth. Australasia is now well supplied with the leading international heat plant equipment. The demand for reliable, appropriately specified biomass fuel is increasing steadily with the growth in the number of installations of both commercial biomass boiler systems and residential wood fuel heating. There is a steady growth in the education, health and accommodation sectors for use of quality wood pellet fuel alongside positive residential space heating use.

## How to apply

Information about the process of accreditation and the application form can be found here [www.usewoodfuel.org.nz/solid-biofuel-suppliers](http://www.usewoodfuel.org.nz/solid-biofuel-suppliers).

Where a fuel supplier is already certified under another recognised product certification or quality assurance scheme such as [ENplus](#), DinPlus, Goodchips or similar, then the level of evidence to demonstrate an ability to consistently produce and supply contracted fuel quality can be significantly reduced.

## Maintaining accreditation

Suppliers accredited under the Scheme must renew their accredited status annually.

## Contact us

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